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Medicare Secondary Payer Recovery Portal MSPRP User Manual

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Chapter 1: Introduction

Overview

The Medicare Secondary Payer Recovery Portal (MSPRP) is a secure Web-based application that provides attorneys, representatives, beneficiaries, insurers, claimants, and third party payers (TPAs) the ability to access and update certain Medicare Secondary Payer (MSP) case specific information online via the MSP recovery web portal. The MSPRP allows users to:

- Submit Proof of Representation or Consent to Release documentation.
- Request an update to a conditional payment amount.
- Request a copy of the conditional payment letter.
- View/Dispute claims included in a conditional payment letter.
- Submit the Notice of Settlement information.

This user guide was written to help the user understand the MSPRP, how to complete the corporation/organization's registration, and access available case-function processes. The information in this guide should be used in unison with the reference material available on the portal including the "How To" and Help About This Page documentation.

All instructions are available on the MSPRP Web portal:

<https://www.cob.cms.hhs.gov/MSPRP>

Account Types

Before beginning the registration process, you must determine your account type. There are two types of MSPRP accounts: Corporate and Representative. Account types are mutually exclusive and require registration on the Web portal and you can only select one account type during registration:

- **Corporate** account type indicates that the entity has an Employer Identification Number (EIN) and will be regularly submitting MSPRP requests.
- **Representative** account type indicates that the entity does not have an EIN but will be regularly submitting MSPRP requests.

Beneficiaries do not need to register to use the MSPRP. Beneficiaries must log in to their MyMedicare account via the MyMedicare.gov Web site at <https://mymedicare.gov/> using their established Login ID and Password for that application and access the portal from the MyMSP section of the Website. Beneficiaries are granted full access to their cases and are matched by HICN.

User Roles

The MSPRP permits users to take part in the account registration and case function processes. Users are defined by one of roles listed below.

Account Representative (AR) Role

Your Account Representative is the individual who has the legal authority to bind the company to the contract and terms of MSPRP requirements and processing. Your Account Representative has ultimate accountability for the company's compliance with MSPRP requirements.

Although the Account Representative does not have direct access to the MSPRP application and cannot be a user on the portal, the Account Representative must approve the organization's profile during the initial account setup and through any subsequent changes. The Account Representative is also the recipient of the more severe error notifications, such as noncompliance. An Account Representative cannot be defined as an Account Manager (AM) or Account Designee (AD) for any account.

The Account Representative:

- Performs the New Registration step on the MSPRP but is not provided with a Login ID. They can NOT be an actual user of the system.
- Designates the Account Manager.
- Must approve the account setup, by physically signing the Profile Report, including the Data Use Agreement and returning it to Medicare.

The Account Manager can change the Account Representative by using the Update Corporate Information process, as described in Chapter 7.

Account Manager (AM) Role

Each MSPRP Account must have an assigned Account Manager (AM). The Account Manager is established during the Account Setup process (Step 2) in MSPRP. Each MSPRP account can have only one Account Manager. This is the individual who controls the administration of an organization's account and manages cases, which includes managing case information access. The Account Manager can only be associated with one MSPRP account.

The Account Manager is a registered user of the system. Account Managers have unlimited access to MSPRP functionality and cases.

- The Beneficiary is, by default, the Account Manager for their recovery Case IDs.
- For Corporate and Representative account types, the Account Manager is assigned during the Account Setup process. (For Representative accounts, the Account Representative may be the Account Manager, but they have the option to assign the Account Manager role to another person).

The Account Manager:

- For Representative account types - Reviews, signs, and returns the Profile Report upon its receipt in order to be granted full access to all MSPRP functionality.
- For Corporate account types - the Account Manager will only be granted access after the Profile Report is signed and returned by the Account Representative.
- Manages the MSPRP account's profile information and updates general account information.
- Sends new case requests for the MSPRP account they are associated with.

- Can view information for all cases they are associated with based on each MSPRP account.
- Can invite other users to function as Account Designees (AD).
- Can grant/add an Account Designee to a case.
- Can revoke/remove an Account Designee's access to cases and/or an entire MSPRP account.

To replace an Account Manager, the Account Representative for Corporate or Representative accounts must contact the EDI Department.

Account Designee (AD) Role

At the organization's discretion, an Account Manager for Corporate or Representative account types may invite other individuals, known as Account Designees (AD), to have access to the MSPRP for the Account Manager's account. Corporate accounts may have up to 20 Account Designees associated with one MSPRP account; Representative accounts may have up to 5.

The Account Designee:

- Must register on the MSPRP and obtain a Login ID and Password.
- Can be associated with multiple MSPRP accounts but only if invited by the Account Manager for those accounts.
- Can change their personal information on the MSPRP.
- Cannot be an Account Representative for any MSPRP account.
- Cannot be the Account Manager for the same MSPRP account.
- Cannot invite other users to the MSPRP account.
- Cannot update MSPRP account information.
- Can send new case requests for a given MSPRP account.
- Can view cases that they are associated with (cases requested by the Account Designee or assigned to the Account Designee by the Account Manager).
- Can update (upload documentation to) a case that they have been associated with.
- Account Designees can be added, removed, or deleted by the Account Manager, as outlined in Chapter 7: Account Settings for Account Manager.

Beneficiary Role

- Access MSPRP as an authenticated user through MyMedicare Web site
- Perform Case Actions
 - Request an update to a conditional payment amount
 - Request a copy of a conditional payment letter
 - View/Dispute Claims
 - Send Notice of Settlement
- View Case Data with unmasked health care identification number, name, case ID and date of birth displayed.
- View Claim Data with unmasked claim number, processing contractor, provider name, diagnosis codes, and types of services.

Login ID and Password Limits

Each user of the MSPRP can have only one Login ID and Password. Unless previously registered, all registrants are directed to the MSPRP URL to register for a Web portal account. Users of the Section 111 Mandatory Reporting Application (MRA) must use that same Login ID and Password to access the MSPRP application. **Note:** Login ID and Password fields are case sensitive. Also, the password can be the same as the password used for the MRA or Workers' Compensation Medicare Set Aside Portal (WCMSAP) application.

Electronic Data Interchange (EDI) Representative Support

Users of the MSPRP may need assistance with managing an account or managing their personal information within the application. If necessary, you may contact an EDI representative for such assistance.

Contact an EDI representative if the Account ID and PIN letter is not received within 2 weeks (10 business days) after completing the following:

- New Registration (Step 1). The EDI representative can resend the letter, allowing you to complete the account setup.
- Any of the information entered during initial registration can only be changed after the initial registration letter has been received.
- You have any questions or problems regarding your account at any time during account setup.
- You forget your Login ID and cannot remember the answers to your Security Questions. The EDI representative can resend your Login ID to your registered E-mail address.
- You forget your Password and cannot remember the answers to your Security Questions. The EDI representative can generate a temporary Password and send it to your registered E-mail Address.
- You incorrectly entered your PIN 3 times and locked the account. The EDI representative can reset the PIN to unlock the account.
- You have questions about case request errors. The EDI representative will work with you to understand the error and determine the solution.

Contact the EDI Department by phone at 646-458-6740, or by E-mail at COBVA@GHIMedicare.com. EDI representatives are available to assist you Monday through Friday, excluding Federal holidays, from 9:00 a.m. to 5:00 p.m., Eastern Time.

Chapter 2: About the *Welcome to the MSPRP* Page

The *Welcome to the MSPRP* page is the portal to the MSPRP for all Medicare MSPRP request functions. Before the MSPRP request process can begin, the following steps must be performed using this page:

- For Corporate account types, the organization must be registered and given an Account ID.
- For Corporate account types, the Account Representative must be named.
- For Representative account types, the Account Representative must register and receive an Account ID. **Note:** The Account Representative must be named.
- The designated Account Manager must perform the Account Setup step for the Account ID for both account types.
- The Account Manager must self-register, obtain a Login ID, and create a Password.

Once the Account ID and all users are registered, the *Welcome to the MSPRP* page is used to login to the MSPRP system to manage the case information and MSPRP Request processes. The following sections provide information about the section on this page.

The screenshot shows the Medicare Secondary Payer Recovery Portal (MSPRP) interface. At the top, there is a blue header with the CMS logo and the text "Medicare Secondary Payer Recovery Portal". Below the header is a green navigation bar with links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. The main content area is divided into two columns. The left column is titled "Welcome to the MSPRP" and contains a paragraph about the portal's purpose, a "Getting Started" section with instructions for Medicare Beneficiaries, and two orange buttons: "New Registration" (labeled STEP 1) and "Account Setup" (labeled STEP 2, with a note "(Account ID and PIN required)"). The right column is titled "Sign in to your account" and contains a login form with fields for "User Name:" and "Password:", each with a "Forgot" link below it. At the bottom of the login form are "Login" and "Clear" buttons. The footer of the page is a blue bar with links for "Privacy Policy" and "User Agreement".

About the Navigation Menu

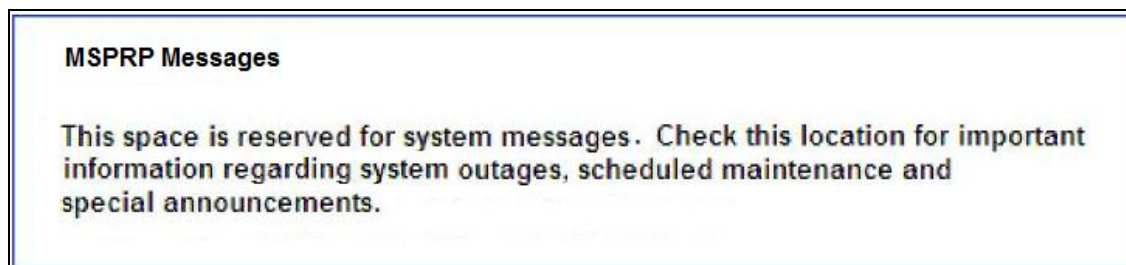
The navigation menu at the top of each page provides additional details about logging in to MSPRP, accessing CMS links, and EDI contact information.



Navigation Menu	
Field	Description
Home	Navigates back to the Home (<i>Welcome!</i>) page from any other page in the portal.
About This Site	Navigates to the How to Use This Site link, offering general information on how to use the MSPRP application.
CMS Links	Provides links to other Medicare and Medicare Secondary Payer Web sites.
How To	Provides detailed information on performing the following functions: • Getting Started • Requesting your Login ID • Requesting your Password • Changing your Password • Resetting your PIN • Changing your Account Manager • Changing your Account Representative • Inviting Account Designees
Reference Materials	Provides a link to the MSPRP User Manual (this guide).
Contact Us	Provides contact information for EDI including phone number.
Logoff	Allows the user to end the portal session and exit the system.

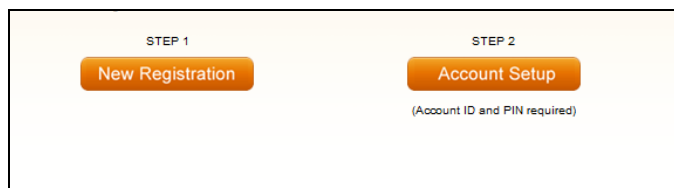
About the Bulletin Board

Bulletin board messages display on the *Welcome to the MSPRP* page. These messages keep users informed of upcoming events, maintenance, or other system-specific information.



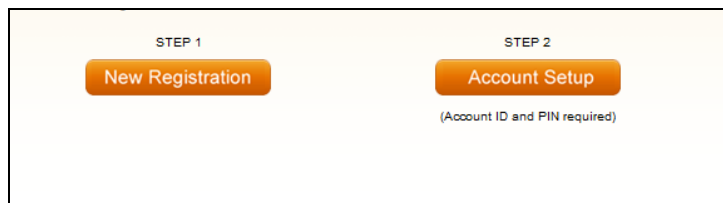
About the New Registration Button

This is the first step in creating a new account. You must first register the company in the MSPRP system. To do this, the designated Account Representative (AR) must click on **Step 1 New Registration** to begin the registration process. It is critical that you provide the Account Representative's information (including E-mail address) in this New Registration step and **NOT** the E-mail address for users of the MSPRP. (**For Corporate accounts only** - ARs of Representative accounts are permitted to be users of the MSPRP.) Refer to Chapter 3: New Registration (Step 1) for more information on account registration.



About the Account Setup Button

After completion of the New Registration step, Medicare will mail a confirmation letter containing the Account ID and PIN to the Account Representative, along with instructions for setting up the account. The assigned Account Manager can perform the second step to setup the account. Click **Step 2 Account Setup** to continue the account setup process using the Account ID and PIN. The Account Manager will also register as the Account Manager at this time. (**For Corporate accounts** - the Account Manager receives the Account ID and PIN from the Account Representative.) Refer to Chapter 4: Account Setup (Step 2) for more information on account setup and Account Manager registration.



About the Sign In To Your Account Fields

After Account Managers and Account Designees have self-registered, and after Account Managers have completed the Account Setup process, the Account Managers and Account Designees can login to the portal using their Login IDs and Passwords in the Account Login fields.

Note: Account Managers and Account Designees cannot submit MSPRP requests until the EDI Department receives a valid, signed copy of the Profile Report; however the Account Manages can perform Account Designee maintenance. Refer to Chapter 9: Account Designee for information on the Account Designee self-registration process.

Refer to Chapter 5: Login to the MSPRP Site for more information about the login process, including information on the **Forgot Login ID** and **Forgot Password** links on the *Welcome to the MSPRP* page.

Sign in to your account

User Name:

[Forgot ID](#)

Password:

[Forgot Password](#)

Chapter 3: New Registration (Step 1)

The new registration process is only for Account Representatives. This is the first step in the process for registering a new company.

For Representative accounts, the two roles (Account Representative and Account Manager) may be performed by the same person.

For Corporate accounts, the two roles (Account Representative and Account Manager) must be performed by different people.

Note: Once you have started registration, you must complete the process. If you click **Cancel** or close the application at any point before registration is complete, your changes will NOT be saved, and all entered data will be lost. Consider gathering all necessary information before beginning the registration process.

It is critical that you provide accurate information during the registration process. Documents available on the MSPRP under the “How To” link provide detailed information to assist you. The How to Get Started on the Medicare Recovery Portal (MSPRP) document contains information for both New Registration and Account Setup including determining your account type and identifying the roles of users for the MSPRP. The Medicare Secondary Payer Recovery Portal (MSPRP) Registration Guidelines and Scenarios will further assist you with your registration and Account Setup decisions. The information provided on a user’s association to a case, authorization, and mailing address rules, as well as Registration and Account Setup scenarios will help ensure accuracy during these processes. Attorneys and Third Party Payers (TPAs) especially will find the scenarios helpful.

For Corporate Accounts:

This representative is registering as a corporate entity with an Employer Identification Number (EIN). Those registering as a Corporate account type will regularly submit MSPRP requests. You will need the following information:

- The Employer Identification Number (EIN)/Taxpayer Identification Number (TIN) for the company, company name and mailing address.
- Account Representative contact information (name, job title, address, E-mail address, phone number).

For Representative Accounts:

This representative is a non-corporate MSPRP user. This user does not have an Employer Identification Number but will regularly send MSPRP requests. You will need the following information:

- Representative contact information (name, social security number, mailing address, E-mail address, phone).
- Beneficiary last name and first initial.
- Beneficiary Social Security Number (SSN) or Health Insurance Claim Number (HICN).
- Beneficiary date of birth.
- Beneficiary gender.

To begin the process, Account Representatives (for both Corporate and Representative Accounts), must click **Step 1: New Registration** on the *Welcome to the MSPRP* page. This will bring you to the *Select Account Type* page where you can select the type of account you want to register (Corporate or Representative). Follow the steps below to begin the MSPRP registration process.

Registration Steps (for All Account Types)

To successfully register yourself or your organization in the MSPRP application, and create an Account ID, follow the steps outlined below:

1. Enter the following URL into your Web browser: <https://www.cob.cms.hhs.gov/MSPRP>
2. The *Login Warning* page displays, detailing the Data Use Agreement (DUA). Review the Data Use Agreement (DUA). To proceed, click the **I Accept** link at the bottom of the page. You will be denied access to the MSPRP site if you click **I Decline**. The *Login Warning* page can be printed by clicking the **Print this page** link in the upper right of the page.

Login Warning  [Print this page](#)

UNAUTHORIZED ACCESS TO THIS COMPUTER SYSTEM IS PROHIBITED BY LAW

This web site is maintained by the U.S. Government and is protected by federal law. Use of this computer system without authority or in excess of granted authority, such as access through use of another's Login ID and/or password, may be in violation of federal law, including the False Claims Act, the Computer Fraud and Abuse Act and other relevant provisions of federal civil and criminal law. Violators may be subject to administrative disciplinary action and civil and criminal penalties including civil monetary penalties.

For site security purposes, we employ software programs to monitor and identify unauthorized access, unauthorized attempts to upload or change information, or attempts to otherwise cause damage. In the event of authorized law enforcement investigations, and pursuant to any required legal process, information from these sources may be used to help identify an unauthorized individual who has accessed, uploaded, changed, or attempted to access, upload, or change information through this site and may be used for administrative, criminal or other adverse action.

So that the CMS Web site remains accurate and available to you and all other visitors, we monitor network traffic to identify unauthorized attempts to upload or change information or otherwise cause damage to the web service. Use of this system constitutes consent to such monitoring and auditing. Unauthorized attempts to upload information and/or change information on this web site are strictly prohibited and are subject to prosecution under the Computer Fraud and Abuse Act of 1986 and Title 18 U.S.C. Sec.1001 and 1030.

<http://www.cms.hhs.gov/About-CMS/Agency-Information/Aboutwebsite/Security-Protocols.html>

Privacy Act Statement

The collection of this information is authorized by Section 1862(b) of the Social Security Act (codified at 42 U.S.C. 1395y (b)) (see also 42, C.F.R. 411.24). The information collected will be used to identify and recover past conditional and mistaken Medicare primary payments and to prevent Medicare from making mistaken payments in the future for those Medicare Secondary Payer situations that continue to exist. The Privacy Act (5 U.S.C. 552a(b)), as amended, prohibits the disclosure of information maintained by the Centers for Medicare & Medicaid Services (CMS) in a system of records to third parties, unless the beneficiary provides a written request or explicit written consent/authorization for a party to receive such information. Where the beneficiary provides written consent/proof of representation, CMS will permit authorized parties to access requisite information.

Attestation of Information

The information provided is complete, truthful, accurate, and meets all requirements set forth to use this process; and, I have read and understand all of the Centers for Medicare & Medicaid Services information at <http://www.cms.gov/MSPRGenInfo/>.

LOG OFF IMMEDIATELY if you do not agree to the conditions stated in this warning.

[I Accept](#)

[Decline](#)

¹ A Privacy Act system of records is a group of any records about individuals and under the control of any Federal agency from which information is retrieved by the name or other personal identifier of the individual.

[Privacy Policy](#) | [User Agreement](#)

3. The *Welcome to the MSPRP* page displays.

Welcome to the MSPRP

The Medicare Secondary Payer Recovery Portal provides a quick and efficient way to request case information and provide information to assist in resolving Medicare's recovery claim. With the use of this portal, you may submit a valid authorization, request an update conditional payment amount, submit settlement information and dispute claims.

Getting Started

If you are a Medicare Beneficiary and would like to use the MSPRP to request case information, please login to your MyMedicare account by visiting the MyMedicare.gov website at <https://mymedicare.gov/>.

For more information, refer to How To Get Started under the How To menu option. To begin the registration process, click the 'New Registration' button.

STEP 1

New Registration

STEP 2

Account Setup

(Account ID and PIN required)

Sign in to your account

User Name:

[Forgot ID](#)

Password:

[Forgot Password](#)

[Skip Navigation](#)

[Privacy Policy](#) | [User Agreement](#)

4. For Corporate and Representative accounts, click **Step 1 New Registration**. **Note:** If you are a Beneficiary, click the <https://mymedicare.gov/> link, and use your established Login ID and Password for that application. Access to the MSPRP is available from the MyMSP section of the Web site. Proceed to Chapter 10: Beneficiary.
5. The *Select Account Type* page displays. Select either **Corporate** or **Representative**. Refer to information available on the MSPRP under “How To” for more detailed information. The Medicare Secondary Payer Recovery Portal (MSPRP) Registration Guidelines and Scenarios can assist you with making this decision.
- **Corporate** Account Type: This representative is registering as a corporate entity with an Employer Identification Number (EIN). Those registering as a Corporate account type will regularly submit MSPRP requests.
 - **Representative** Account Type: This representative is a non-corporate MSPRP user. This user does not have an EIN but will regularly submit MSPRP requests.



The screenshot shows the Medicare Secondary Payer Recovery Portal (MSPRP) interface. At the top, there is a blue header with the CMS logo and the text "Medicare Secondary Payer Recovery Portal". Below the header is a green navigation bar with links: "About This Site", "CMS Links", "How To...", "Reference Materials", and "Contact Us". The main content area is titled "Select Account Type" and contains a form with two radio button options: "Corporate" and "Representative". Each option has a description of what it indicates. At the bottom of the form are "Continue" and "Cancel" buttons. To the right of the form is a "Quick Help" box with a "Help About This Page" link. The footer of the page contains links for "Privacy Policy" and "User Agreement".

Select Account Type

Please select the type of account for which you are registering:

☐ **Corporate**

A corporate account type indicates that the entity has an Employer Identification Number (EIN) and will be regularly submitting MSPRP requests.

☐ **Representative**

A representative account type indicates that the entity does not have an Employer Identification Number (EIN) but will be regularly submitting MSPRP requests.

[Print this page](#)

[Quick Help](#)

[Help About This Page](#)

[Continue](#) [Cancel](#)

[Privacy Policy](#) | [User Agreement](#)

6. Click **Continue**. The next page that displays depends on the account type selected.

Follow the steps for *Corporate Account Type* or *Representative Account Type* in the sections below.

Corporate Account Type

For Corporate account type, the *Corporate Information* page displays. Enter the corporation's EIN/TIN and mailing address on this page. This address will be used when sending the post-registration letter, which will include your Account ID and Personal Identification Number (PIN), which will be used by the Account Manager during Account Setup. This information must be sent to the AR for authorization. Any correspondence from Medicare regarding this Account ID will also be sent to this address, unless you instruct your Account Manager (AM) to enter a different address during Account Setup. The Profile Report, which is generated after the Account Setup process, will be sent to the Account Representative's E-mail address; the AM will be copied. Fields marked with an asterisk (*) are required.

1. Enter the requested information in the provided fields. Then, click **Continue**

Corporate Information Page	
Field	Description
Employer Identification Number (EIN)/Taxpayer Identification Number (TIN)	The IRS-assigned 9 digit Employer Identification Number (EIN)/ Taxpayer Identification Number (TIN) associated with the organization. If you have more than one EIN/TIN, you may submit this registration with any one of those EINs/TINs. Note: This cannot be edited after registration.
Corporation Name	Enter the company name.
Address Line 1	Enter the first line of the company's mailing address.
Address Line 2	Enter the second line of the company's mailing address (optional).
City	Enter the city where the company is located.

State	Select the state where the company is located from the drop-down list. Note: To quickly select a state, type the first letter to scroll to the desired state.
Zip Code	Enter the company's zip code (required) plus 4-digit zip-code suffix (optional).
Command Buttons	
Previous	Click to return to the <i>Select Account Type</i> page.
Continue	Click to save changes and continue to the next page.
Cancel	Click to cancel the registration process. Information entered on the current page and any previous pages is NOT saved.

2. The *Account Representative (AR) Information* page is displayed. This page captures information related to the AR. As the AR, you must enter your company information on this page. Fields marked with an asterisk (*) are required.

Note: An AR can only have one role; the AR cannot function as an Account Manager or an Account Designee. E-mail addresses for each user role will be verified upon entry, and any address matches between AM, AD, and AR roles will be denied (except for Representative accounts where the AR can also be the AM).

Enter the required information in the provided fields. Then, click **Continue**.

Account Representative (AR) Information Page	
Field	Description
AR First Name	Enter your first name.

MI	Enter your middle initial (optional).
Last Name	Enter your last name.
AR Title	Enter your job title
E-mail Address	Enter your (Account Representative) E-mail address. Note: If your E-mail address is found in the system as an existing user, you will NOT be allowed to continue the registration process (for Corporate accounts).
Re-enter E-mail Address	Enter your (Account Representative) E-mail address a second time for verification purposes.
Phone	Enter your (Account Representative) work phone number. The ext. (extension) field is optional.
Fax	Enter your (Account Representative) work fax number (optional).
Command Buttons	
Previous	Click to return to the <i>Corporate Information</i> page.
Continue	Click to save changes and continue to the next page.
Cancel	Click to cancel the registration process. Information entered on the current page and any previous pages is NOT saved.

3. The *Registration Summary* page displays. This page lists all the information that was previously entered. All information must be reviewed and verified before continuing.

Registration Summary [Print this page](#)

Please review your registration information. If you need to change the information, click the 'Edit' button. If you are satisfied with the information, click the 'Submit Registration' button to submit the registration. Click the 'Cancel' button to cancel the process; all data will be lost. Click the 'Previous' button to return to the previous screen. Print this page for your records.

Account Type: Corporate [Edit](#)

Corporate Information [Edit](#)

Employer Identification Number(EIN): #####

Corporate Name: AAAAAAAAAA

Business Mailing Address [Edit](#)

Address Line 1: AAAAAAAAAA

Address Line 2: AAAAAAAAAA

City: AAAAAAAAAA

State: AAAAAAAAAA

Zip Code: #####

Account Representative (AR) Information [Edit](#)

First Name: FIRST MI: M Last Name: LAST

Title: AAAAA

E-Mail Address: AAAAAAAAAA

Phone: ##### ext: ###

Fax: #####

[Previous](#) [Continue](#) [Cancel](#)

[Privacy Policy](#) | [User Agreement](#)

Quick Help

[Help about this page](#)

4. Verify that all information is correct. To make any corrections, click **Edit** next to the proper section to return to that page. Once all corrections have been made, click **Continue** at the bottom of that page.

If you click **Edit**, you will need to enter your E-mail address in the “Re-enter E-mail address” field in the *Account Representative (AR) Information* page to continue. After you have returned to the *Registration Summary* page, click **Continue**.

Click **Previous** to return to the *Account Representative (AR) Information* page. If you click **Cancel**, you will exit the registration process. All information entered during the registration process will be deleted.

5. The *Thank You* page is displayed.

Important: Your assigned Account ID is provided here. Make a note of your Account ID, or use the **Print this page** link to print this information.



6. Click **Exit** to return to the *Welcome to the MSPRP* page.

Next Steps

Within two weeks, a letter will be mailed to you, the AR, that contains the Account ID and PIN, along with instructions for setting up the account (to be completed by the Account Manager). If a letter is not received within 10 business days, contact the EDI Help Desk.

Once the Account Manager (AM) has completed the account setup, an E-mail notification will be sent to you, including a Profile Report denoting all information previously recorded during registration, and any additional information provided during the account setup.

You will have 60 business days to review, sign, and return the Profile Report to the EDI Department. When returning the signed Profile Report via email, use “MSPRP Profile Report” in the subject line.

If a signed Profile Report is not received within that timeframe, the account will be automatically deleted on the 60th business day. If the account is deleted, you must start the registration process from the beginning. Refer to Chapter 4: Account Setup for more information on completing the account setup.

Representative Account Type

- For Representative account types, the *Representative Information* page displays. The information on this page is for the representative that will be sending MSPRP requests under this MSPRP Account ID.

Enter your personal information on this page. The address you enter on this page will be used for any correspondence from the EDI Department regarding this Account ID. Fields marked with an asterisk (*) are required.

Enter the required information in the provided fields. Then, click **Continue**.

The screenshot shows the 'Representative Information' page of the Medicare Secondary Payer Recovery Portal. The page has a blue header with the CMS logo and the title 'Medicare Secondary Payer Recovery Portal'. Below the header is a green navigation bar with links: 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. The main content area is titled 'Representative Information' and includes a note: 'An asterisk (*) indicates a required field.' The form contains the following fields:

- *First Name: [text box]
- MI: [text box]
- *Last Name: [text box]
- *Social Security Number: [text box] - [text box] - [text box]
- *E-Mail Address: [text box]
- *Re-enter E-Mail Address: [text box]
- *Phone: [text box] - [text box] - [text box] ext. [text box]
- Fax: [text box] - [text box] - [text box]
- Mailing Address:
 - *Address Line 1: [text box]
 - Address Line 2: [text box]
 - *City: [text box]
 - *State: [-Select- dropdown]
 - *Zip Code: [text box] - [text box]

 At the bottom of the form are three buttons: 'Previous' (with a left arrow), 'Continue' (with a right arrow), and 'Cancel' (with an 'x' icon). On the right side of the form is a 'Quick Help' box with a link 'Help About This Page'. The footer of the page contains links for 'Privacy Policy' and 'User Agreement'.

Representative Information Page	
Field	Description
First Name	Enter your first name.
MI	Enter your middle initial (optional).
Last Name	Enter your last name.

Social Security Number	Enter your social security number. A social security number cannot be registered more than once. This cannot be edited after registration.
E-mail Address	Enter your E-mail address. Note: If your E-mail address is found in the system as an existing user, you will NOT be allowed to continue the registration process.
Re-enter E-mail Address	Enter your E-mail address a second time for verification purposes.
Phone	Enter your phone number. The ext. (extension) field is optional.
Fax	Enter your fax number (optional).
Address Line 1	Enter the first line of your mailing address.
Address Line 2	Enter the second line of your mailing address (optional).
City	Enter the city where you are located.
State	Select the state where you are located from using the drop-down list. Note: To quickly select a state, type the first letter to scroll to the desired state.
Zip Code	Enter your zip code (required) plus 4-digit zip-code suffix (optional).
Command Buttons	
Previous	Click to return to the <i>Select Account Type</i> page.
Continue	Click to save changes and continue to the next page.
Cancel	Click to cancel the registration process. Information entered on the current page and any previous pages is NOT saved.

- The *Beneficiary Information* page is displayed. You must submit information for a beneficiary that will have MSPRP requests submitted under this Account ID. Enter the required information in the provided fields. Then, click **Continue**.

<i>Beneficiary Information Page</i>	
Field	Description
Beneficiary Last Name	Enter the beneficiary's last name.
First Initial	Enter the beneficiary's first initial.
Beneficiary Health Insurance Claim Number (HICN)	Enter the beneficiary's HICN. If you enter the HICN, you should NOT enter an SSN.
Beneficiary Social Security Number (SSN)	Enter the beneficiary's SSN. If you enter the SSN, you should NOT enter a HICN.
Beneficiary Date Of Birth	Enter the beneficiary's date of birth.
Beneficiary Gender	Select the beneficiary's gender from the drop-down list.
Command Buttons	
Previous	Click to return to the <i>Representative Information</i> page.
Continue	Click to save changes and continue to the next page.
Cancel	Click to cancel the registration process. Information entered on the current page and any previous pages is NOT saved.

- The *Registration Summary* page displays. This page lists all the information that was previously entered. All information should be reviewed and verified before continuing.

The screenshot shows the 'Registration Summary' page of the Medicare Secondary Payer Recovery Portal. The page has a blue header with the CMS logo and the title 'Medicare Secondary Payer Recovery Portal'. Below the header is a green navigation bar with links: 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. The main content area is white and contains the following sections:

- Registration Summary**: A heading followed by instructions: 'Please review your registration information. If you need to change the information, click the Edit button. If you are satisfied with the information, click the Continue button to submit the registration. Click the Cancel button to cancel the process. Please note: all data will be lost. Click the Previous button to return to the previous screen. Print this page for your records.'
- Account Type**: Representative, with an 'Edit' button.
- Representative Information**: Includes fields for First Name (AAAA), MI (A), Last Name (AAAAAAAAA), SSN (#####), E-Mail Address (AAAAAAAAA), Phone (##### ext:), and Fax (#####). It has an 'Edit' button.
- Beneficiary Information**: Includes fields for Last Name (AAAAAAAAA), First Initial (A), HICN (#####), SSN (#####), Date of Birth (#####), and Gender (AAAA). It has an 'Edit' button.
- Representative Mailing Address**: Includes fields for Address Line 1 (AAAAAAAAA), Address Line 2 (AAAAAAAAA), City (AAAAAAAAA), State (AA), and Zip Code (#####).

At the bottom of the form are three buttons: 'Previous' (with a left arrow), 'Continue' (with a right arrow), and 'Cancel' (with an 'x' icon). A 'Quick Help' box on the right contains a link 'Help About This Page'. The footer of the page includes links for 'Privacy Policy' and 'User Agreement'.

- To make any corrections, click **Edit** next to the proper section to return to that page. Once all corrections have been made, click **Continue** at the bottom of that page to navigate back to the *Registration Summary* page. After you have returned to the *Registration Summary* page, click **Continue**.

Note: Click **Previous** to return to the *Beneficiary Information* page.

- The *Thank You* page displays outlining the next steps in the registration process.



6. Click **Exit** to return to the *Welcome to the MSPRP* page.

Next Steps

Within two weeks, a letter will be mailed to you that contains the Account ID and PIN, along with instructions for setting up the account (to be completed by the AM). If a letter is not received within 10 business days, contact the EDI Help Desk.

Once the AM has completed the account setup, an E-mail notification will be sent to you, with a copy to the AM (as applicable for Representative accounts), and will include a Profile Report denoting all information previously recorded during registration and any additional information provided during the account setup. It may take up to 10 business days to receive the Profile Report.

You will have 60 business days to review, sign, and return the Profile Report to the EDI representative, who is listed on the report. When returning the signed Profile Report via E-mail, use “MSPRP Profile Report” in the subject line.

If a signed Profile Report is not received within that timeframe, the account will be automatically deleted on the 60th business day. If the account is deleted, you must start the registration process from the beginning. Refer to Chapter 4 for more information on completing the account setup.

Below is a sample letter with the PIN:



****FIRST CLASS MAIL- R:5 F:4

MM/DD/YYYY

Name

Address Line 1

Town, State, Zip

Attn: Name

***** Medicare Secondary Payer Recovery Portal Registration Notification *****

Your organization has been successfully verified and registered for the Medicare Secondary Payer Recovery Portal. Through the Medicare Secondary Payer Recovery Portal (MSPRP), you may view current authorizations on file for a case, submit requests to add authorized authorizations to case, and with the confirmed proper authorization, request an updated conditional payment amount, request generation of a conditional payment letter, view and dispute claims attached to a case, and submit notice of settlement. Please refer to the www.msprc.info Web site for more information.

To begin using the MSPRP, you must complete the registration/setup process by creating an account. Please review the following user roles and required information carefully before attempting to complete the account setup.

MSPRP User Roles:**Account Manager:**

Each MSPRP account must have an Account Manager assigned. The Account Manager must be selected and approved by the Authorized Representative named in your initial MSPRP registration. If you registered for a Corporate Account, your Account Manager and Authorized Representative must be different individuals. An Authorized Representative cannot be a user on the MSPRP. If you registered for a Representative Account when you perform the Account Setup you can indicate that the Account Manager is the same person as the Account Representative. The Account Manager is the individual who will administer the account on the MSPRP. This includes; submitting authorization request, requesting conditional payment amounts, conditional payment letters, submitting claim disputes, submitting notice of settlements, updating MSPRP account information, and inviting others to assist (Account Designees).

Account Designee:

Each MSPRP account may have multiple Account Designees. Account Designees may also submit authorization requests, request conditional payment amounts, request generation of conditional payment letters, submit claim disputes, and notice of settlements. However, Account Designees cannot modify MSPRP account information or invite others to assist. Account Designees can only register as users on the MSPRP through an invitation from the Account Manager.

Additional Account Setup Information:

Please review the documentation regarding information needed for completing your MSPRP registration and account set up on the Web site: www.cob.cms.hhs.gov/MSPRP/, including the Registration Process notice and applicable user guides.

Next Steps:

To complete the account setup, your designated Account Manager should be selected and provided with your MSPRP Account ID and Personal Identification (PIN).

MSPRP Account ID: 999999999
PIN: 9999

The Account Manager should return to the Medicare Secondary Payer Recovery MSPRP at <https://www.cob.cms.hhs.gov/MSPRP/>, and select the “Account Setup” button.

If you have any questions or concerns, please contact your assigned EDI Representative:

Phone: (646) 458-6740
Email: COBVA@GHIMEDICARE.COM

Sincerely,

Medicare EDI Department

Beneficiary

Beneficiaries will access the portal through the MyMedicare web site at <https://mymedicare.gov/>. Refer to Chapter 10: Beneficiary for more information.

Chapter 4: Account Setup (Step 2)

This section describes Step 2 of the MSPRP registration process, Account Setup. This step can be performed by the Account Manager (AM).

The Account Manager for the MSPRP Account will need to provide personal information including Account ID, Personal Identification Number (PIN), and E-mail address in the Account Setup page. You will be able to setup your login ID during this process.

(For Corporate Only: The Account Manager for Corporate account types cannot also be an Account Representative (AR). The AM and AR (named during New Registration) must be different individuals. The AM cannot be an AM or AR on any other MSPRP account.)

To access the MSPRP, this step (Account Setup) must be completed for each MSPRP account. You can perform this step after you receive your letter with the PIN assigned to the Account (during Step 1, New Registration).

You must have the Account ID, PIN, and your complete Account Manager information on hand. Partial account setup requests cannot be saved and completed at a later time.

Corporate Account Types

Upon receipt of the mailed Account ID and PIN, the Account Representative (AR) must provide the information to the designated Account Manager (AM). The AM needs to access the MSPRP to complete the account setup process.

Representative Account Types

Upon receipt of the mailed Account ID and PIN, the Account Representative (AR) can provide the information to a designated AM, or you can assign yourself to the AM role. The AM must then access the MSPRP to complete the account setup process.

Account Setup Steps (for All Account Types)

The following section details the information that must be entered by the **Account Manager**. Contact the EDI Department if you have any questions or problems regarding the Account ID at any time during account setup. Account Setup requires the entry of the Account ID and Personal Identification Number (PIN) received from the mailing after registration. To successfully set up the MSPRP account and register as the Account Manager, follow the steps outlined below.

1. Enter the following URL into your Web browser: <https://www.cob.cms.hhs.gov/MSPRP>
3. The *Login Warning* page displays, detailing the Data Use Agreement (DUA). Review the DUA. To proceed, click the **I Accept** link at the bottom of the page. You will be denied access to the MSPRP site if you click **I Decline**. The *Login Warning* page may be printed by clicking the **Print this page** link in the upper right side of the page.
4. The *Welcome to the MSPRP* page displays.

5. Click **Step 2, Account Setup**. The AM for the Account ID must complete this section. For Corporate accounts, this will be the individual assigned AM duties by the AR. For Representative Accounts, this can be the AR or an individual assigned AM duties by the AR.

The screenshot shows the Medicare Secondary Payer Recovery Portal (MSPRP) homepage. The header features the CMS logo and the title "Medicare Secondary Payer Recovery Portal" with a "Skip Navigation" link. A green navigation bar contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. The main content area is divided into two columns. The left column, titled "Welcome to the MSPRP", contains a paragraph about the portal's purpose, a "Getting Started" section with instructions for Medicare Beneficiaries, and two orange buttons: "New Registration" (labeled STEP 1) and "Account Setup" (labeled STEP 2, with a note "(Account ID and PIN required)"). The right column, titled "Sign in to your account", contains a login form with fields for "User Name:" and "Password:", links for "Forgot ID" and "Forgot Password", and "Login" and "Clear" buttons. The footer contains links for "Privacy Policy" and "User Agreement".

Welcome to the MSPRP

The Medicare Secondary Payer Recovery Portal provides a quick and efficient way to request case information and provide information to assist in resolving Medicare's recovery claim. With the use of this portal, you may submit a valid authorization, request an update conditional payment amount, submit settlement information and dispute claims.

Getting Started

If you are a Medicare Beneficiary and would like to use the MSPRP to request case information, please login to your MyMedicare account by visiting the MyMedicare.gov website at <https://mymedicare.gov/>.

For more information, refer to How To Get Started under the How To menu option. To begin the registration process, click the 'New Registration' button.

STEP 1
New Registration

STEP 2
Account Setup
(Account ID and PIN required)

Sign in to your account

User Name:

[Forgot ID](#)

Password:

[Forgot Password](#)

[Privacy Policy](#) | [User Agreement](#)

6. The *Account Setup Introduction* page displays. This page describes what steps you will be taking in the account setup process and informs you of your duties as the Account Manager.

Read the introduction, and then click **Continue** to proceed with the account setup process.

The screenshot shows the Medicare Secondary Payer Recovery Portal (MSPRP) interface. At the top, there is a header with the CMS logo and the text "Medicare Secondary Payer Recovery Portal". Below the header is a navigation bar with links: "About This Site", "CMS Links", "How To...", "Reference Materials", and "Contact Us". On the right side of the header, there is a photo of an elderly couple smiling.

The main content area is titled "Account Setup Introduction". It contains the following text:

You have selected a link that guides you through the process of establishing a new Account Manager ID for the Medicare Secondary Payer Recovery Portal (MSPRP). Please have your Account Identification Number and Personal Identification Number (PIN) available. The Account ID and PIN are listed on the mailing that was sent to the contact for the account. This would be the Account Representative for a corporate account type, and the Representative for a representative account type.

If you are already associated with an account on the MSPRP, you will not be allowed to register for a different account. An Account Manager is only allowed to be associated to one account.

During this process you will:

- Finalize the establishment of the account, and
- Create your personal Login ID for the MSPRP.

Before proceeding it is important to understand the roles of the various MSPRP users, and their respective responsibilities to ensure the MSPRP accounts are managed correctly. The role of the Account Manager is described below.

Account Manager - The Account Manager is the MSPRP user who is required to initiate the request for an account. They are the person who administers the account on the Web site on behalf of the registrant. The Account Manager is the person who is responsible for: establishing the account on the Web Portal; managing the case load and assigning some or all of the cases to other responsible parties to complete on the MSPRP; tracking the status of the tasks assigned to others; and ensuring case entry and submission are completed on time. The Account Manager is responsible for inviting other employees to register on the Web Portal and managing their access. The Account Manager may complete and submit cases on his own or invite Designees to assist as needed.

If your user role in the MSPRP is an Account Manager, as described above, and you have not yet registered, press the **Continue** button and proceed with registering as a new Account Manager.

At the bottom of the main content area, there are two buttons: "Continue" (with a right arrow icon) and "Cancel" (with a close icon).

On the right side of the page, there is a "Quick Help" section with a link "Help About This Page".

At the bottom of the page, there is a footer with links "Privacy Policy" and "User Agreement".

7. The *Account Setup* page is displayed. Enter the Account ID, PIN, and Account Manager's E-mail. Re-enter the E-mail Address for verification. Then, click **Continue**.

Note: If you are registering as an Account Manager for a Corporate account and the E-mail address you enter here is found in the system, you will be prohibited from continuing the account setup process.

<i>Account Setup Page</i>	
Field	Description
Account ID	Enter the Account ID listed on the letter received from the EDI Department.
Personal Identification Number (PIN)	Enter the PIN listed on the letter received from the EDI Department.
Account Manager's E-mail Address	Enter your Account Manager's E-mail address. Note: If you are registering as the Account Manager for a Corporate account and your E-mail address is found in the system as an existing user, you will NOT be allowed to continue the account setup process.
Re-enter E-mail Address	Enter your E-mail address a second time for verification purposes.
Command Buttons	
Previous	Click to return to the <i>Account Setup Introduction</i> page.
Continue	Click to save changes and continue to the next page.

8. The next page that displays depends on the account ID entered. Follow the steps for *Account Setup - Corporate Information* or *Account Setup - Representative Information* in the sections below.

Account Setup – Corporate

After all information has been verified by the system, the *Account Setup – Corporate Information* page displays. This page displays information entered during the initial registration process.

1. Review the listed information and click **Continue**. You can print this page by clicking the **Print this page** link. If any of the listed information is incorrect, contact an EDI representative to have it corrected.

The screenshot shows the 'Account Setup - Corporate Information' page of the Medicare Secondary Payer Recovery Portal. The page has a blue header with the CMS logo and the portal title. A green navigation bar contains links: 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. The main content area is divided into two columns. The left column, titled 'Corporate Information', contains fields for 'Employer Identification Number (EIN):', 'Corporation Name: AAAAAAAAAA', 'Business Mailing Address' (with sub-fields for Address Line 1, Address Line 2, City, State, and Zip Code), and 'Previous' and 'Continue' buttons. The right column, titled 'Account Representative Information', contains fields for 'First Name: FIRST MI: M Last Name: LAST' and 'Phone: ###-###-#### ext. ##'. A 'Print this page' link is located above the 'Continue' button. A 'Quick Help' box on the right contains a 'Help About This Page' link. The footer contains links for 'Privacy Policy' and 'User Agreement'.

Account Setup - Corporate Information

Please verify the following information is correct for the account which you are going to complete the Account Setup process. If the information is correct please click the Continue button to proceed.

Corporate Information	Account Representative Information
Employer Identification Number (EIN):	First Name: FIRST MI: M Last Name: LAST
Corporation Name: AAAAAAAAAA	Phone: ###-###-#### ext. ##
Business Mailing Address	
Address Line 1: AAAAAAAAAA	
Address Line 2: AAAAAAAAAA	
City: AAAAAAAAAA	
State: AAAAAAAAAA	
Zip Code: #####	

[Print this page](#)

[Quick Help](#)
[Help About This Page](#)

[Previous](#) [Continue](#)

[Privacy Policy](#) | [User Agreement](#)

2. The *Account Manager Personal Information* page displays. Refer to the *Account Manager (AM) Setup* section below.

Account Setup - Representative

After all information has been verified by the system, the *Account Setup – Representative Information* page displays. This page displays information entered during the initial registration process.

1. Review the listed information and click **Continue**. You can print this page by clicking the **Print this page** link. If any of the listed information is incorrect, contact an EDI representative to have it corrected.

The screenshot shows the 'Account Setup - Representative Information' page of the Medicare Secondary Payer Recovery Portal. The page has a blue header with the CMS logo and the portal title. A green navigation bar contains links: 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. The main content area is titled 'Account Setup - Representative Information' and includes a 'Print this page' link. Below the title, a message states: 'Please verify the following individual is the Account Representative for the account which you are going to complete the Account Setup process. If the information is correct please click the Continue button to proceed.' The 'Representative Information' section contains the following fields: 'First Name: FIRST MI: M Last Name: LAST', 'Address Line 1: AAAAAAAAAA', 'Address Line 2: AAAAAAAAAA', 'City: AAAAAAAAAA', 'State: AAAAAAAAAA', 'Zip Code: ####', and 'Phone: ####### ext: ###'. At the bottom of this section are two green buttons: 'Previous' and 'Continue'. To the right of the main content is a 'Quick Help' box with a 'Help About This Page' link. The footer of the page contains links for 'Privacy Policy' and 'User Agreement'.

2. The *Account Manager Personal Information* page displays. Refer to the *Account Manager (AM) Setup* section below.

Account Manager (AM) Setup

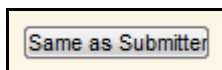
The Account Manager (AM) controls the administration of a specific MSPRP account. The AM has the following responsibilities:

- Reviews, signs, and returns the Profile Report upon its receipt in order to be granted full access to all MSPRP functionality. (For Corporate accounts, the Account Representative signs the Profile Report.)
- Manages the MSPRP account's information and updates general account information.
- Invites other users to function as Account Designees (AD).
- Grants/adds Account Designees to cases.
- Revokes/removes Account Designee's access to cases and/or an entire MSPRP account.
- Can send requests for the MSPRP account they are associated with.
- Can view and update all cases for the MSPRP account they are associated with.
- Can add documentation in a specific case for the MSPRP account they are associated with.

Note: Your personal information must be entered at this point to register yourself as the Account Manager.

1. The *Account Manager Personal Information* page is displayed after you have reviewed the Account Setup page. The information you enter here is required for subsequent communications.
2. For a Corporate account, enter the required personal information and the case processing mailing address. This is the address that will be used to send Medicare correspondence related to this Account ID.

Note: If you are entering information for a **Representative** (not Corporate) account, you will see the **Same as Submitter** button at the top of the page. If you click this button, the fields will automatically populate with personal information of the person who initially registered the account. Do not click the button if you did not complete the initial registration step for this Representative account and have been assigned the AM duties by the AR.



After entering the Account Manager information, review the Data User Agreement and click **I accept the User Agreement and Privacy Policy above**. Then, click **Continue**.

The *Account Manager Personal Information* page is displayed.

Enter the required information in the fields provided. Then, click **Continue**.

The screenshot shows the 'Account Manager Personal Information' form on the Medicare Secondary Payer Recovery Portal. The form includes fields for First Name, MI, Last Name, E-mail Address, Phone, and Mailing Address (Address Line 1, Address Line 2, City, State, and Zip Code). A 'Quick Help' box on the right contains a link to 'Help About This Page'. Below the form fields, there is a 'User Agreement' section with a scrolling box containing the terms and conditions. At the bottom, there is a checkbox for 'I accept the User Agreement and Privacy Policy above.' and two buttons: 'Previous' and 'Continue'.

Account Manager Personal Information

An asterisk (*) indicates a required field.

*First Name: MI: *Last Name:

*E-mail Address:

*Phone: - - - ext.

Mailing Address

*Address Line 1:

Address Line 2:

*City:

*State:

*Zip Code:

You must read the User Agreement provided in the scrolling box. To accept the agreement, click the checkbox. You must accept and agree to the terms of the User Agreement in order to continue through the registration process.

[View and print the agreement below](#)

User Agreement

THE FOLLOWING DESCRIBES THE TERMS AND CONDITIONS BY WHICH THE CENTERS FOR MEDICARE & MEDICAID SERVICES (CMS) OFFERS YOU ACCESS TO THE MEDICARE SECONDARY PAYER RECOVERY PORTAL (MSPRP) SECURE WEB SITE.

You must read and accept the terms and conditions contained in this User Agreement expressly set out below and incorporated by reference before you may access the MSPRP.

Please check the following box:

☐ I accept the User Agreement and Privacy Policy above.

[Previous](#) [Continue](#)

Field	Description
First Name	Enter your first name.
MI	Enter your middle initial (optional).
Last Name	Enter your last name.
E-mail Address	Enter your personal E-mail address.
Phone	Enter your personal phone number.
Ext.	Enter the extension for your phone number (optional).
Address Line 1	Enter the first line of the company's mailing address.
Address Line 2	Enter the second line of the company's mailing address (optional).
City	Enter the city where the company is located.
State	Select the state where the company is located from the drop-down list. Note: To quickly select a state, type the first letter to scroll to the desired state.

Zip Code	Enter the company's zip code (required) plus 4-digit zip-code suffix (optional).
Command Buttons	
Previous	Click to return to the <i>Account Setup Intro</i> page.
Continue	Click to save changes and continue to the next page.

3. The *Account Manager Login Information* page displays. Here you can set up a Login ID and Password. Additionally, 2 security questions must be selected.

The screenshot shows the 'Account Manager Login Information' page of the Medicare Secondary Payer Recovery Portal. The page has a blue header with the CMS logo and a photo of a smiling couple. Below the header is a green navigation bar with links: 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. The main content area is white with a yellow border. It contains a 'Quick Help' box with a link 'Help About This Page'. The 'Account Manager Login Information' section explains that security information is required for authentication and provides guidelines for choosing a Login ID and password. It lists requirements such as 7-character Login IDs, unique IDs, and passwords that are 8 characters long, changed every 60 days, and contain a mix of upper-case, lower-case, numbers, and special characters. It also states that passwords cannot be changed more than once per day and must be different from the previous 6 passwords. Below the guidelines are input fields for Login ID, Password, and Re-enter Password, each with an asterisk indicating it is required. A note explains that an asterisk indicates a required field. The Security Questions section explains that these questions allow users to regain account access if they forget their password and that answers should be actual answers, not hints. It provides two dropdown menus for Security Question 1 and Security Question 2, each with a 'Please Select' option, and corresponding text input fields for the answers. At the bottom are 'Previous' and 'Continue' buttons.

4. Using the posted guidelines, create a Login ID and Password. Then, re-enter the Password. You will need to select 2 security questions and type in the necessary answers. Then, click **Continue**.

This Login ID and Password that you are creating now will be used to enter the MSPRP site and manage the account, manage designees, create and view cases, and upload file attachments.

The security questions will allow you to access your Login ID and reset your Password in the event you forget either one.

Field	Description
Login ID	Enter a new Login ID that you will use when you log in to the MSPRP system.
Password	Enter a new password that will be assigned to you, the Account Manager.

Re-enter Password	Enter the new password a second time for verification purposes.
Security Question 1	Click the drop-down arrow to view the list of security questions. Select one question to answer.
Answer 1	Enter your answer to the security question. Make sure to remember this answer.
Security Question 2	Click the drop-down arrow to view the list of security questions. Select one question to answer.
Answer 2	Enter your answer to the security question. Make sure to remember this answer.
Command Buttons	
Previous	Click to return to the previous page.
Continue	Click to save changes and continue to the next page.

5. The *Account Manager Summary* page displays. This page lists information that was previously entered during the account setup process. All information should be reviewed and verified before continuing.

Below is a sample *Account Manager Summary* page.

Account Manager Summary

Please review your personal and login information. If you need to change the information, click the Edit button. If you are satisfied with the information click the Continue button to submit your information. Click Cancel to cancel the setup process; all data will be lost. Please print this page for your records.

Personal Information [Edit](#)

First Name: FIRST MI: M
 Last Name: LAST
 E-Mail Address: AAAAAAAAAA
 Phone: ##### ext: ###

Login Information [Edit](#)

Login ID: AA####AA

Mailing Address

Address Line 1: AAAAAAAAAA
 Address Line 2: AAAAAAAAAA
 City: AAAAAAAAAA
 State: AAAAAAAAAA
 Zip Code: #####

[Previous](#) [Continue](#) [Cancel](#)

[Privacy Policy](#) | [User Agreement](#)

Quick Help
[Help About This Page](#)

6. Verify that all information is correct. To make any corrections, click the **Edit** button next to the proper section to return to that section. Once all corrections have been made, click **Continue** at the bottom of

that page to navigate back to the *Summary* page. After you have returned to the *Account Manager Summary* page, click the **Continue** button.

Click **Previous** to return to the *Account Manager Login Information* page.

7. The *Thank You* page displays, outlining the next steps in the account setup process.



8. Click **Exit** and return to the *Welcome to the MSPRP* page.

Next Steps

You have successfully setup the account and registered yourself as the Account Manager. As the AM, you control the administration of the MSPRP account. A Profile Report from Medicare via E-mail will be sent to the AR listed on the account, which must be reviewed for accuracy then signed and returned to Medicare. You will have limited functionality within the portal until the Profile Report is returned. You cannot submit, view, or create cases until the signed Profile Report is received by Medicare. After the report has been received by Medicare, you can login to the account to maintain account and case information, upload and replace documents, submit cases, and manage Designee access. You may choose to manage the entire account or you may invite other company employees to assist as Account Designees. This function can be completed without a signed Profile Report on file.

You may choose to manage the entire account or you may invite other company employees to assist as Account Designees.

To add Designees to an MSPRP account, you must login to the MSPRP site using the Login ID and Password you created during the Account Setup process. Chapter 7: Account Settings for Account Manager describes the steps you must take as the Account Manager to invite users to be Account

Designees. Chapter 8: Account Designee details the Account Designee self-registration process once they have received an invitation E-mail from Medicare after you add them to your account.

Profile Report

Upon completion of all information for the account setup, an e-mail notification will be sent to the AR listed on the account. If you are the AM of a Corporate account or an AM assigned to a Representative account, you will receive a copy of the E-mail. The E-mail will include a Profile Report noting all information previously recorded during registration and any additional information provided during the account setup. It may take up to 10 business days to receive the Profile Report. Contact the EDI Department if you do not receive a Profile Report after 10 business days.

The AR will have 60 business days to review, sign, and return the Profile Report to Medicare. When returning the signed Profile Report via E-mail, “MSPRP Profile Report” should be indicated in the subject line.

You or the Account Representative will have 60 business days to review, sign, and return the Profile Report to Medicare. When returning the signed Profile Report via email, use “MSPRP Profile Report” in the subject line.

If a signed Profile Report is not received within that timeframe, the account will be automatically deleted on the 60th business day. If the account is deleted, you must start the registration process from the beginning.

Below is a sample E-mail.

From: DoNotReply@cob.cms.hhs.gov [mailto:DoNotReply@cob.cms.hhs.gov]
Sent: Tuesdav, May 15, 2012 4:01 PM
To: AAA.A.AAAA@AAA.AAA
Subject: Medicare Secondary Payer Recovery Portal (MSPRP) Profile Report

Representative: AAA.A.AAAAA
Account Manager: AAA.A.AAAAA

The MSPRP Profile Report has been attached to this email. The Profile Report contains information regarding the representative for the account and the associated account manager information. A Profile Report is generated after the account setup has been completed successfully.

Please review the attached Profile Report carefully and ensure all information is accurate. In order to access all of the functions within the MSPRP, the report must be signed by the account manager and returned to the COBC. Please send signed reports to:

via Fax: (646) 458-6761
via Email: COBVA@GHI Medicare.com
via mail: MEDICARE
MSPRP Profile Report
P.O. Box 660
New York, NY 10274-0660

If the report is incorrect please contact our Electronic Data Interchange (EDI) department at the number or Email

Medicare Secondary Payer			
Recovery Portal			
Profile Report			
Account ID:99999	Account Type:Representative	Date: Month Date Year	
EDI Contact Information:			
Email:	AAAA@AAA.AAA	Phone:	#####
Representative:			
Name:	AAAA	Phone:	#####
Address:	AAAA		
	AAAA	AA	#####
Email:	AAAA@AAA.AAA		
Account Manager:			
Name:	AAAA	Phone:	#####
Address:	AAAA		
	AAAA	AA	#####
Email:	AAAA@AAA.AAA		
Account ID:31194	Account Type:Representative	Date: Month Date Year	
EDI Contact Information:			
Email:	AAAA@AAA.AAA	Phone:	#####

SAFEGUARDING & LIMITING ACCESS TO DATA

I, the undersigned Account Manager for the MSPRP representative account defined above, certify that the information contained in this Registration is true, accurate and complete to the best of my knowledge and belief, and I authorize CMS to verify this information. I agree to establish and implement proper safeguards against unauthorized use and disclosure of the data for the purposes of MSPRP proposal(s) review and processing. Proper safeguards shall include the adoption of policies and procedures to ensure that the data obtained shall be used solely in accordance with Section 1106 of the Social Security Act [42 U.S.C. ? 1306], Section 1874(b) of the Social Security Act [42 U.S.C. ? 1395k(b)], Section 1862(b) of the Social Security Act [42 U.S.C. ? 1395y(b)], and the Privacy Act of 1974, as amended [5 U.S.C. ? 552a]. Users shall establish appropriate administrative, technical, procedural, and physical safeguards to protect the confidentiality of the data and to prevent unauthorized access to the data provided by the CMS. You agree that the authorized representatives of the CMS shall be granted access to premises where the Medicare data are kept for the purpose of inspecting security arrangements and confirming whether the user is in compliance with the security requirements specified above. Access to any information exchanged during the MSP Recovery process shall be restricted to CMS, COBC, and MSPRC personnel, and other authorized users who require access to 1) perform their official duties in accordance with the approved uses of the information; (2) respond to authorized law enforcement investigations; or (3) respond to any required legal process. Such personnel shall be advised of (1) the confidential nature of the information; (2) safeguards required to protect the information; and (3) the administrative, civil and criminal penalties for noncompliance contained in applicable Federal laws.

Signature of Account Manager: _____

Date: _____

Chapter 5: Login to the MSPRP Site

Account Manager Login

Since the New Registration and Account Setup steps have been completed, the Account Manager (Corporate or Representative) can now log in to MSPRP. **Note:** This login process does not apply to beneficiaries who access the portal through MyMedicare. Designees will be able to login to the site after they register on the MSPRP via an invitation E-mail received from an AM.

1. Enter the following URL into your Web browser: <https://www.cob.cms.hhs.gov/MSPRP>
2. The *Login Warning* page displays, detailing the Data Use Agreement (DUA). Review the DUA. To proceed, click the **I Accept** link at the bottom of the page. You will be denied access to the MSPRP site if you click **I Decline**.

The *Welcome to the MSPRP* page displays.

The screenshot shows the Medicare Secondary Payer Recovery Portal (MSPRP) homepage. At the top, there is a blue header with the CMS logo on the left and a photo of an elderly couple on the right. The text "Medicare Secondary Payer Recovery Portal" is centered in the header. Below the header is a green navigation bar with links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. A "Skip Navigation" link is also present. The main content area is divided into two columns. The left column is titled "Welcome to the MSPRP" and contains a paragraph about the portal's purpose, a "Getting Started" section with instructions for Medicare beneficiaries, and two orange buttons: "New Registration" (labeled STEP 1) and "Account Setup" (labeled STEP 2, with a note "(Account ID and PIN required)"). The right column is titled "Sign in to your account" and contains a login form with fields for "User Name:" and "Password:", each with a "Forgot" link below it. At the bottom of the form are "Login" and "Clear" buttons. The footer of the page is blue and contains links for "Privacy Policy" and "User Agreement".

3. In the "Sign in to your account" box, enter your Login ID in the **User Name** field and your Password in the **Password** field. Then, click **Login**. Or, click **Clear** to remove the information entered in the User Name and Password fields.

4. The *Welcome!* page displays. This page functions as the main MSPRP home page where you can process or initiate any MSPRP functions. Refer to Chapter 6: MSPRP Welcome! Page After Successful Login for more information.

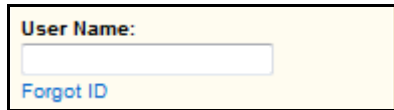


5. Now you can select an option from the *Account Settings* section as necessary.

Forgot User Name (Login ID)

If you forgot your user name login, follow the steps below.

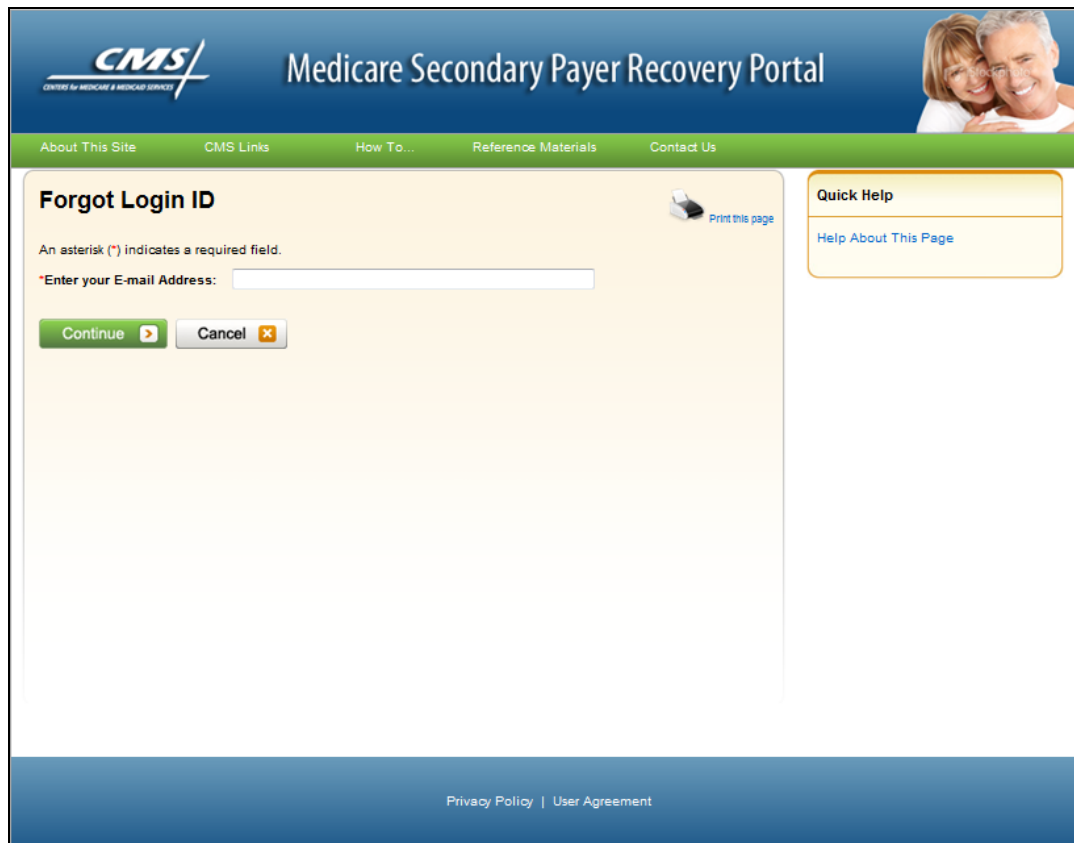
1. On the *Welcome to the MSPRP* page, click **Forgot ID** below the User Name field.



A screenshot of a web form titled "User Name:". It features a text input field and a blue link labeled "Forgot ID" positioned below the input field.

2. This displays the *Forgot Login ID* page. Enter your E-mail address and click **Continue**.

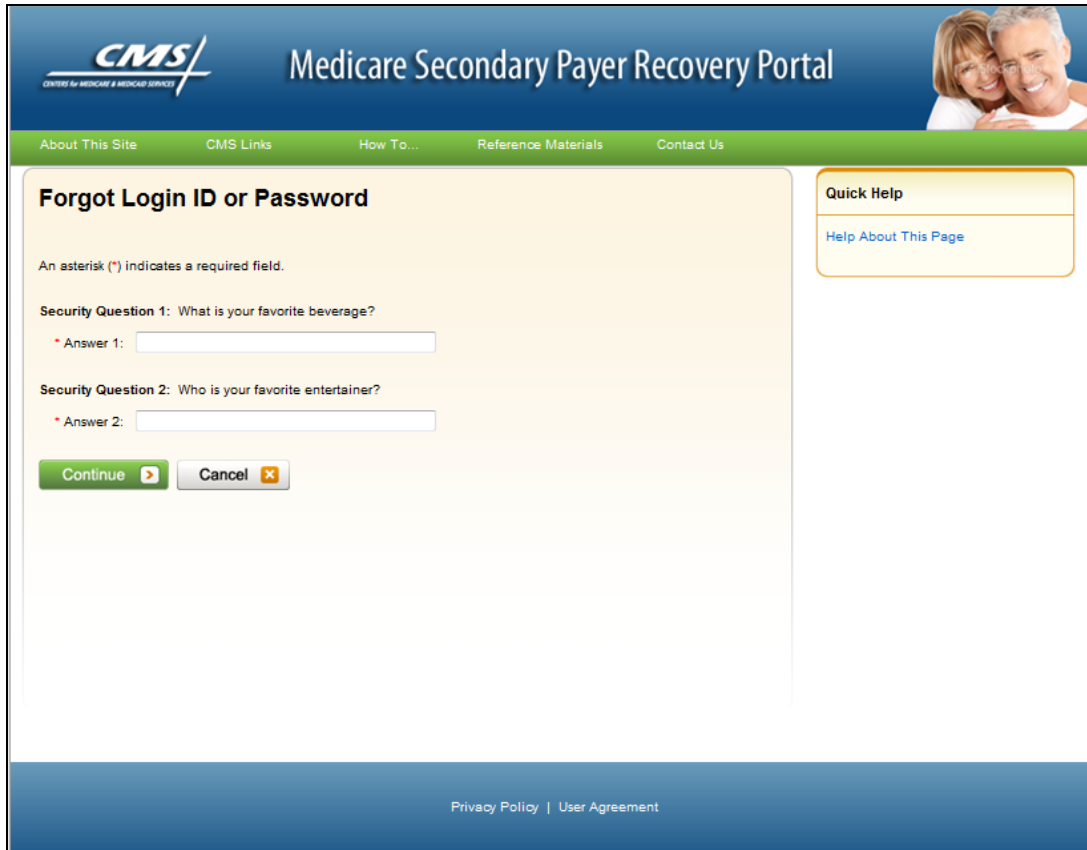
Or, click **Cancel** to stop and return to the *Welcome to the MSPRP* page without requesting a new Login ID.



A screenshot of the "Forgot Login ID" page on the Medicare Secondary Payer Recovery Portal. The page has a blue header with the CMS logo and the title "Medicare Secondary Payer Recovery Portal". Below the header is a green navigation bar with links: "About This Site", "CMS Links", "How To...", "Reference Materials", and "Contact Us". The main content area is white and contains the title "Forgot Login ID" and a sub-header "An asterisk (*) indicates a required field." Below this is a text input field labeled "*Enter your E-mail Address:". At the bottom of the form are two buttons: "Continue" (green) and "Cancel" (grey). To the right of the form is a "Quick Help" box with a link "Help About This Page". At the bottom of the page is a blue footer with links "Privacy Policy" and "User Agreement".

3. The *Forgot Login ID or Password* page displays. Answer the two security questions with information you provided during the registration process. Correctly answer each of your pre-selected security questions. Then, click **Continue**. If the information you entered is correct, your Login ID will be sent via E-mail.

If you receive an error indicating that the answers are incorrect, check your answers and enter the information again. If you cannot remember the answers to your security questions, contact an EDI representative.



The screenshot shows the 'Forgot Login ID or Password' page of the Medicare Secondary Payer Recovery Portal. The page has a blue header with the CMS logo and the portal title. Below the header is a green navigation bar with links: 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. The main content area is white and contains the title 'Forgot Login ID or Password'. Below the title is a note: 'An asterisk (*) indicates a required field.' There are two security questions: 'Security Question 1: What is your favorite beverage?' and 'Security Question 2: Who is your favorite entertainer?'. Each question has a text input field with a red asterisk next to the label. At the bottom of the form are two buttons: 'Continue' (green with a right arrow) and 'Cancel' (gray with a red X). To the right of the main form is a yellow 'Quick Help' box with a link 'Help About This Page'. The footer is blue and contains links for 'Privacy Policy' and 'User Agreement'.

Forgot Login ID or Password

An asterisk (*) indicates a required field.

Security Question 1: What is your favorite beverage?

* Answer 1:

Security Question 2: Who is your favorite entertainer?

* Answer 2:

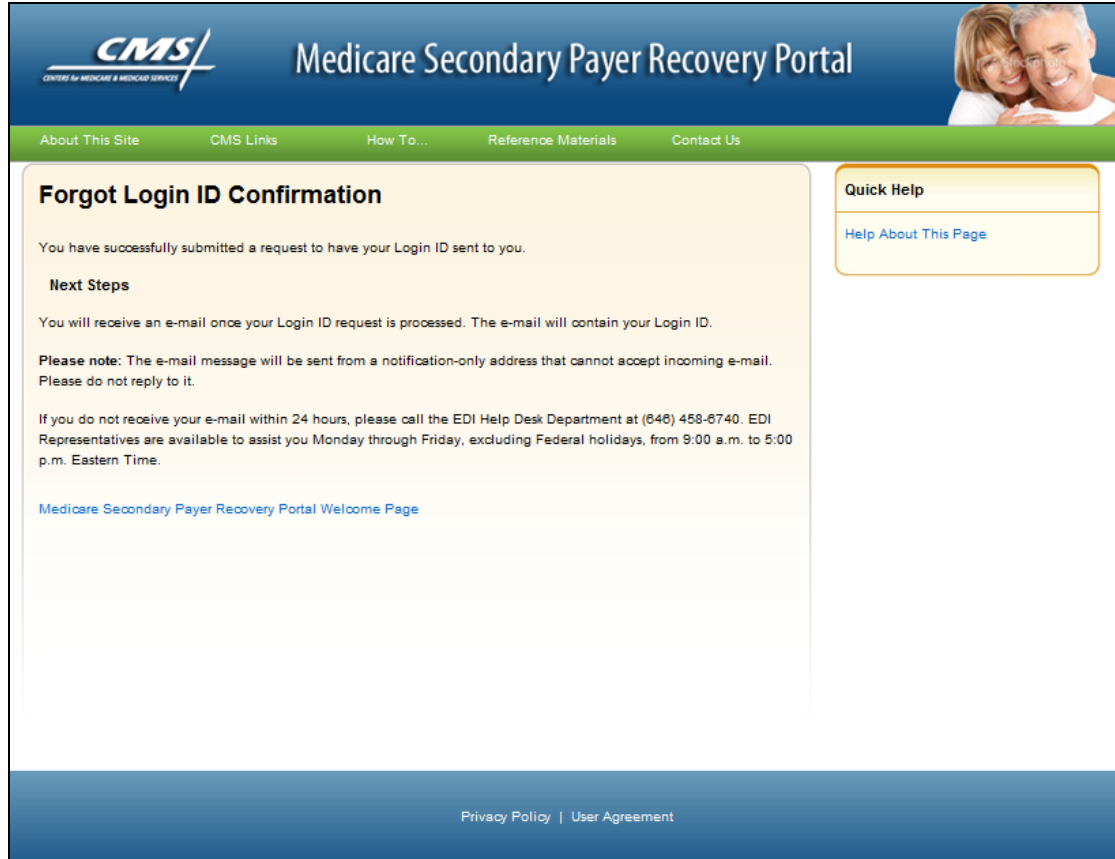
Continue **Cancel**

Quick Help

[Help About This Page](#)

[Privacy Policy](#) | [User Agreement](#)

4. The *Forgot Login ID Confirmation* page displays if your answers are correct. This page confirms that you have successfully requested your Login ID.



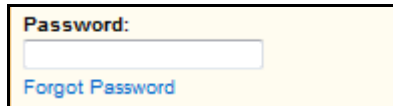
5. Click the **Medicare Secondary Payer Recovery Portal Welcome Page** link to return to the *Welcome to the MSPRP* page.

You will receive an E-mail containing your Login ID. After receipt of the E-mail, return to the MSPRP site and log in using your Login ID and Password. If you do not receive an E-mail within 24 hours, contact an EDI representative.

Forgot Password

If you forgot your password to log in to the portal, follow the steps below.

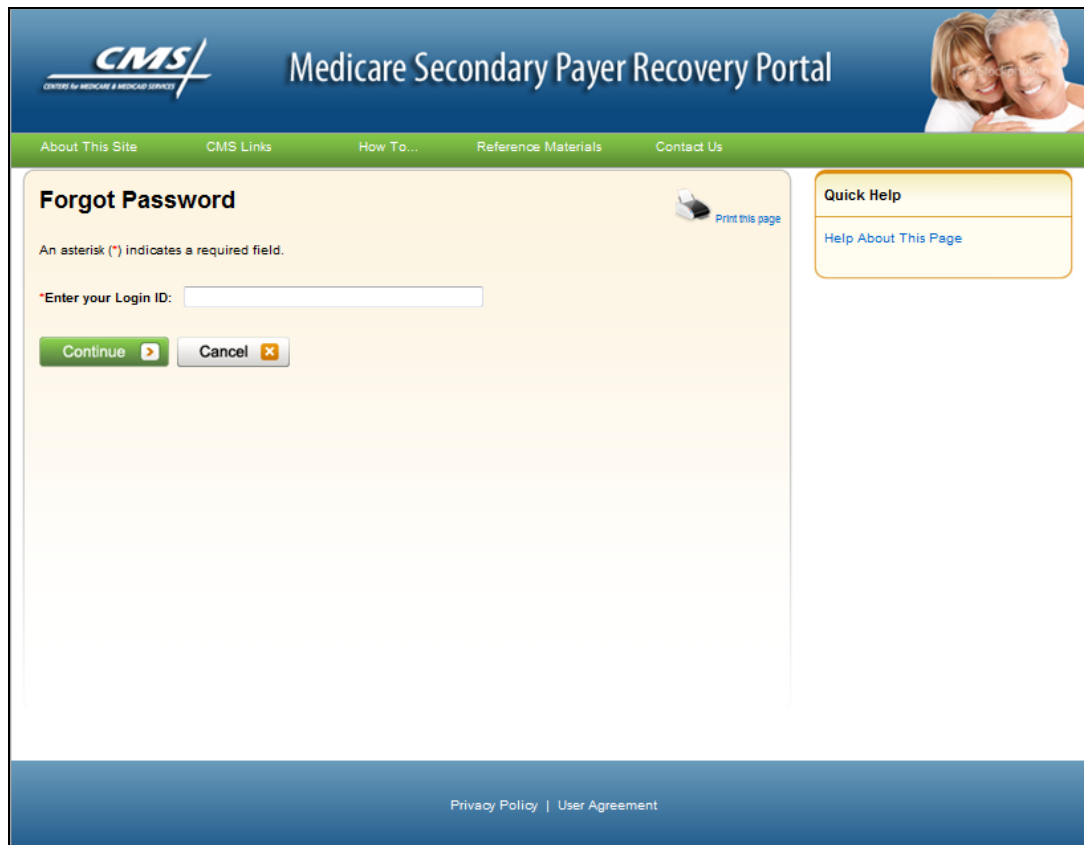
1. On the *Welcome to the MSPRP* page, click **Forgot Password** below the Password field.



A screenshot of a web form with a yellow background. It contains a label "Password:" followed by a text input field. Below the input field is a blue link that says "Forgot Password".

2. This displays the *Forgot Password* page. Enter your Login ID and click **Continue**.

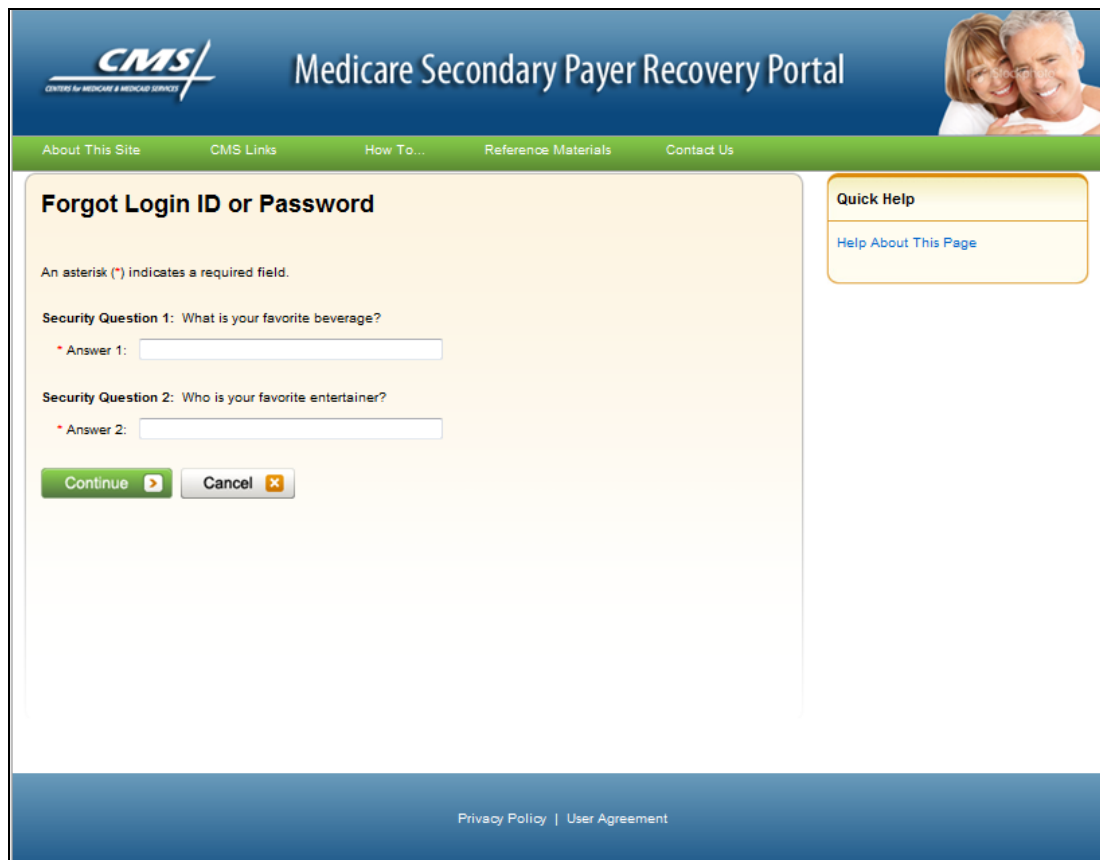
Or, click **Cancel** to stop and return to the *Welcome to the MSPRP* page without requesting a temporary password.



A screenshot of the "Forgot Password" page in the Medicare Secondary Payer Recovery Portal. The page has a blue header with the CMS logo and the title "Medicare Secondary Payer Recovery Portal". Below the header is a green navigation bar with links: "About This Site", "CMS Links", "How To...", "Reference Materials", and "Contact Us". The main content area has a yellow background and is titled "Forgot Password". It includes a note: "An asterisk (*) indicates a required field." and a form with the label "*Enter your Login ID:" followed by a text input field. Below the input field are two buttons: "Continue" (green) and "Cancel" (gray). To the right of the main content area is a "Quick Help" box with a link "Help About This Page". At the bottom of the page is a blue footer with links "Privacy Policy" and "User Agreement".

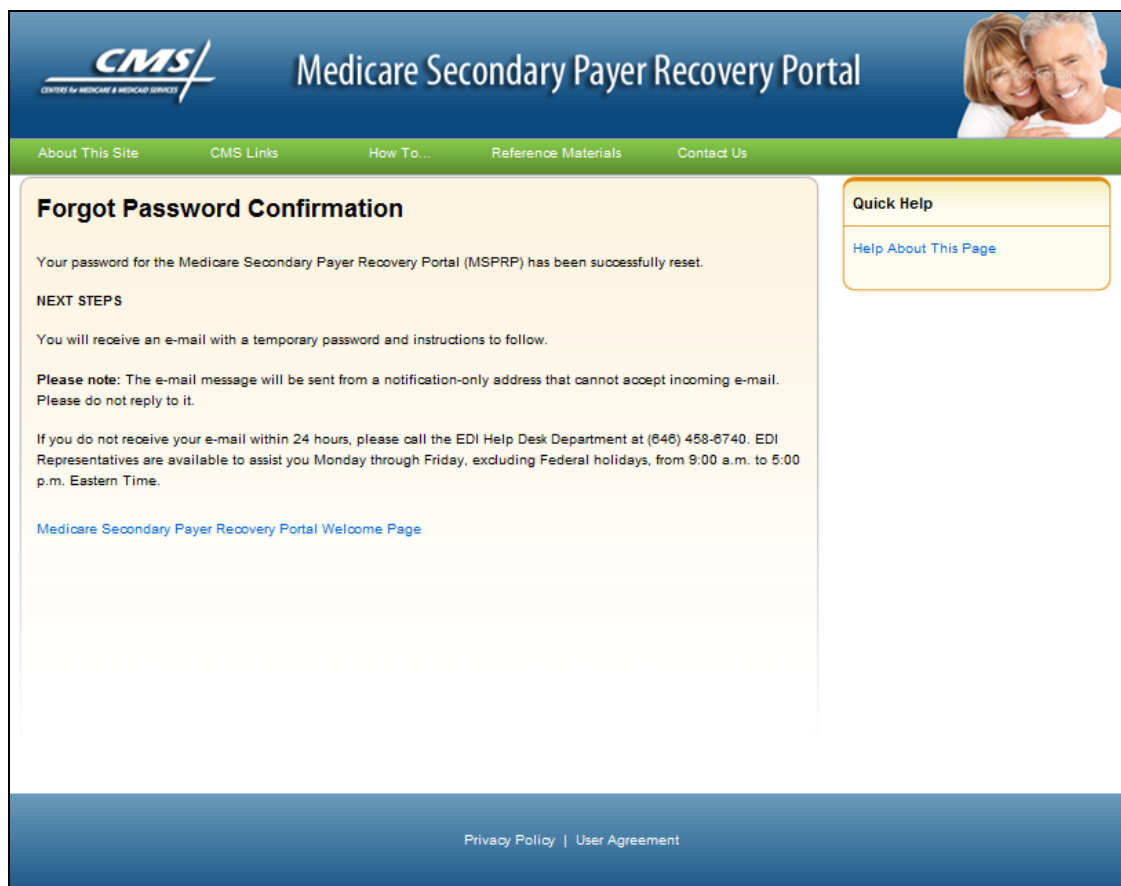
3. The *Forgot Login ID or Password* page displays. Answer the two security questions with information you provided during the registration process. Correctly answer each of your pre-selected security questions. Then, click **Continue**. If the information you entered is correct, your new temporary password will be sent via Email.

If you receive an error indicating that the answers are incorrect, check your answers and enter the information again. If you cannot remember the answers to your security questions, contact an EDI representative.



The screenshot shows the 'Forgot Login ID or Password' page of the Medicare Secondary Payer Recovery Portal. The page has a blue header with the CMS logo and the portal title. A green navigation bar contains links: 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. The main content area is yellow and contains the title 'Forgot Login ID or Password'. Below the title, a note states: 'An asterisk (*) indicates a required field.' There are two security questions: 'Security Question 1: What is your favorite beverage?' and 'Security Question 2: Who is your favorite entertainer?'. Each question has a text input field with an asterisk and the label 'Answer 1:' or 'Answer 2:'. At the bottom of the form are two buttons: 'Continue' (green with a right arrow) and 'Cancel' (grey with a red X). To the right of the main form is a 'Quick Help' box with a link 'Help About This Page'. The footer is blue and contains links for 'Privacy Policy' and 'User Agreement'.

4. The *Forgot Password Confirmation* page displays if your answers are correct, indicating that the system has generated a temporary password and sent it to your registered E-mail address. If you do not receive an E-mail within 24 hours, contact an EDI representative.



5. Click the **Medicare Secondary Payer Recovery Portal Welcome Page** link to return to the *Welcome to the MSPRP* page.
6. When you log back in, enter the temporary password provided in the E-mail. You must change your temporary password the next time you log into the MSPRP.

Chapter 6: MSPRP Welcome! Page after Successful Login

About The Welcome! Home Page

The MSPRP *Welcome!* page is the first page displayed after a successful login from the *Welcome to the MSPRP* page. This page functions as the main processing page to initiate all MSPRP functions. This is considered to be your home page.

This page allows you to navigate through the portal and perform all the recovery actions necessary. For example: you can setup accounts, create login IDs for designees, assign managers, add designees, perform maintenance on cases so information is correct and supporting documentation is uploaded, and request case information, just to name a few.

The available links on this home page are:

- Update your Personal Information (your name, address, E-mail, phone)
- Update Account Information (organization name, address, E-mail, and phone. This is an AM function only.)
- Designee Maintenance (Manage Account Designees. This is an AM function for Corporate and Representative Accounts only.)
- View Account Activity
- Change your Password
- Request Case Access (This link will not be functional until the Profile Report is signed and received by EDI.)
- Case Listing (This link will not be functional until the Profile Report is signed and received by EDI.)
- Quick Help sections with the Help About This Page links are provided within the MSPRP system.



The **Logoff** link at the top right side of the page allows you to log out of the MSPRP system.

Chapter 7: Account Settings for Account Manager

The Account Managers can access functions in the “Account Settings” box. **Note:** Access is limited by user role. Account Designees are able to perform a few of these functions.

Account Managers

- Update Personal Information
- Update Account Information
- Designee Maintenance (Corporate and Representative accounts only)
- View Account Activity
- Change Password

Account Designees (Corporate and Representative Account Types)

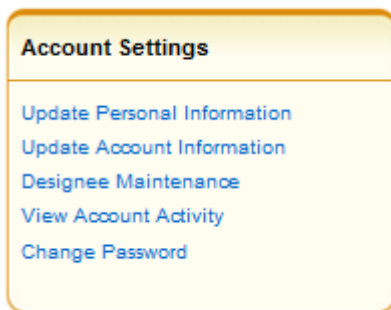
- Update Personal Information
- View Account Activity
- Change Password

The user must login to the MSPRP portal using the user name and password assigned.

Update Personal Information

As Account Manager, your personal information is recorded during your initial registration process. However, this information can be updated and changed, if necessary. This page displays the personal information associated with your Login ID.

1. On the *Welcome!* page, click the **Update Personal Information** link in the “Account Settings” box.



2. This displays the *Update Personal Information* page.

The screenshot shows the 'Update Personal Information' form in the Medicare Secondary Payer Recovery Portal. The form includes fields for First Name, MI, Last Name, Email Address, Re-enter Email Address, Phone, and Mailing Address (Address Line 1, Address Line 2, City, State, and Zip Code). A 'Continue' button is at the bottom left, and a 'Cancel' button is at the bottom right. A 'Quick Help' box is on the right side of the form.

Update Personal Information

An asterisk (*) indicates a required field.

*First Name: MI: *Last Name:

*Email Address:

*Re-enter Email Address:

*Phone: () - - ext.

Mailing Address

*Address Line 1:

Address Line 2:

*City:

*State:

*Zip Code:

[Print this page](#)

[Quick Help](#)

[Help About This Page](#)

[Continue](#) [Cancel](#)

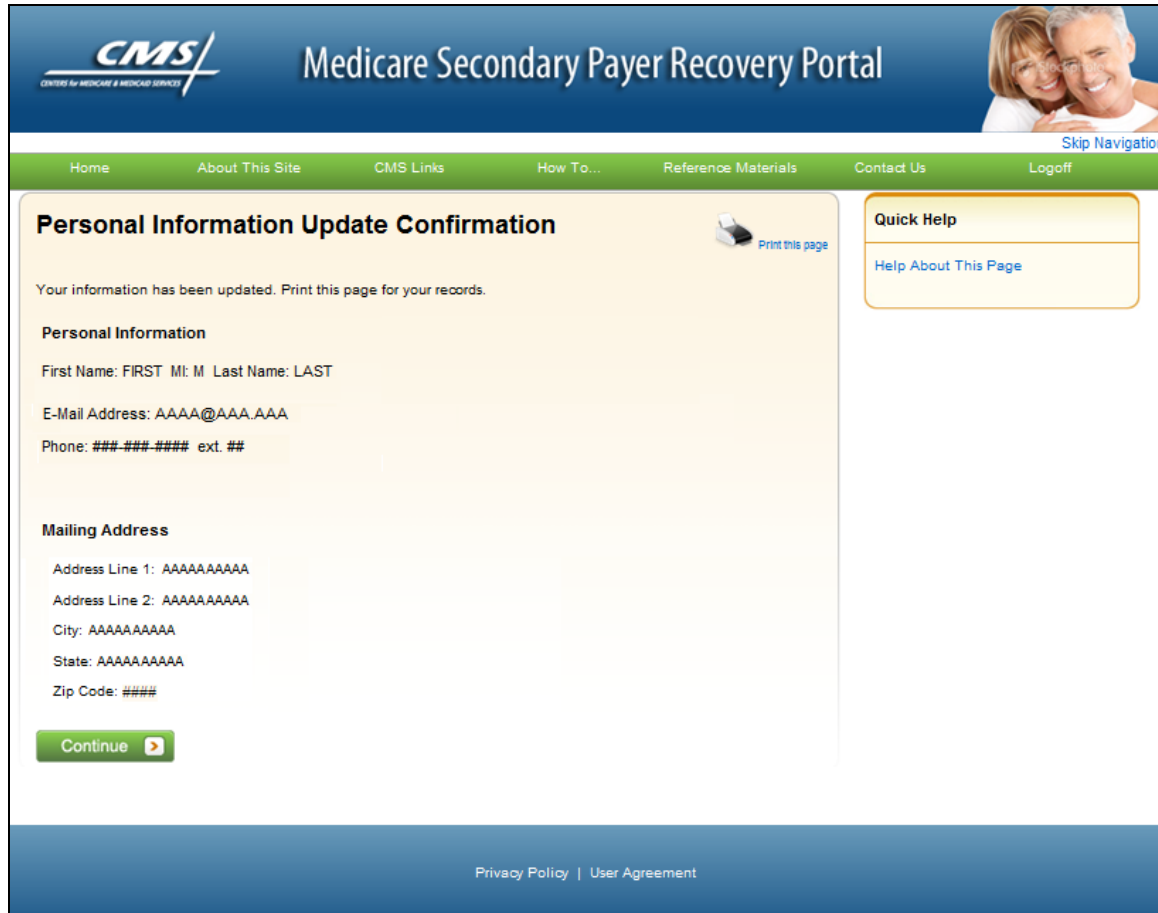
[Privacy Policy](#) | [User Agreement](#)

3. Your current personal information is displayed. Review the information and make any necessary changes. You will need to type your email address in the “Re-enter Email Address” field. Then, click **Continue**.

Field	Description
First Name	Enter your first name.
MI	Enter your middle initial (optional).
Last Name	Enter your last name.
E-mail Address	Enter your personal E-mail address.
Re-enter E-mail Address	Enter your E-mail address a second time for verification purposes.
Phone	Enter your personal phone number.
Ext.	Enter the extension for your phone number (optional).
Address Line 1	Enter the first line of the company's mailing address.
Address Line 2	Enter the second line of the company's mailing address (optional).
City	Enter the city where the company is located.
State	Select the state where the company is located from the drop-down list. Note: To quickly select a state, type the first letter to scroll to the desired state.
Zip Code	Enter the company's zip code (required) plus 4-digit zip-code suffix (optional).

Command Buttons	
Continue	Click to save changes and continue to the next page.
Cancel	Click to return to the <i>Welcome!</i> page.

4. The *Personal Information Update Confirmation* page is displayed with the updated information.



CMS
CENTERS for MEDICARE & MEDICAID SERVICES

Medicare Secondary Payer Recovery Portal

[Skip Navigation](#)

Home About This Site CMS Links How To... Reference Materials Contact Us Logoff

Personal Information Update Confirmation

[Print this page](#)

Your information has been updated. Print this page for your records.

Personal Information

First Name: FIRST MI: M Last Name: LAST

E-Mail Address: AAAA@AAA.AAA

Phone: ###-###-#### ext. ##

Mailing Address

Address Line 1: AAAAAAAAAA

Address Line 2: AAAAAAAAAA

City: AAAAAAAAAA

State: AAAAAAAAAA

Zip Code: #####

[Continue](#)

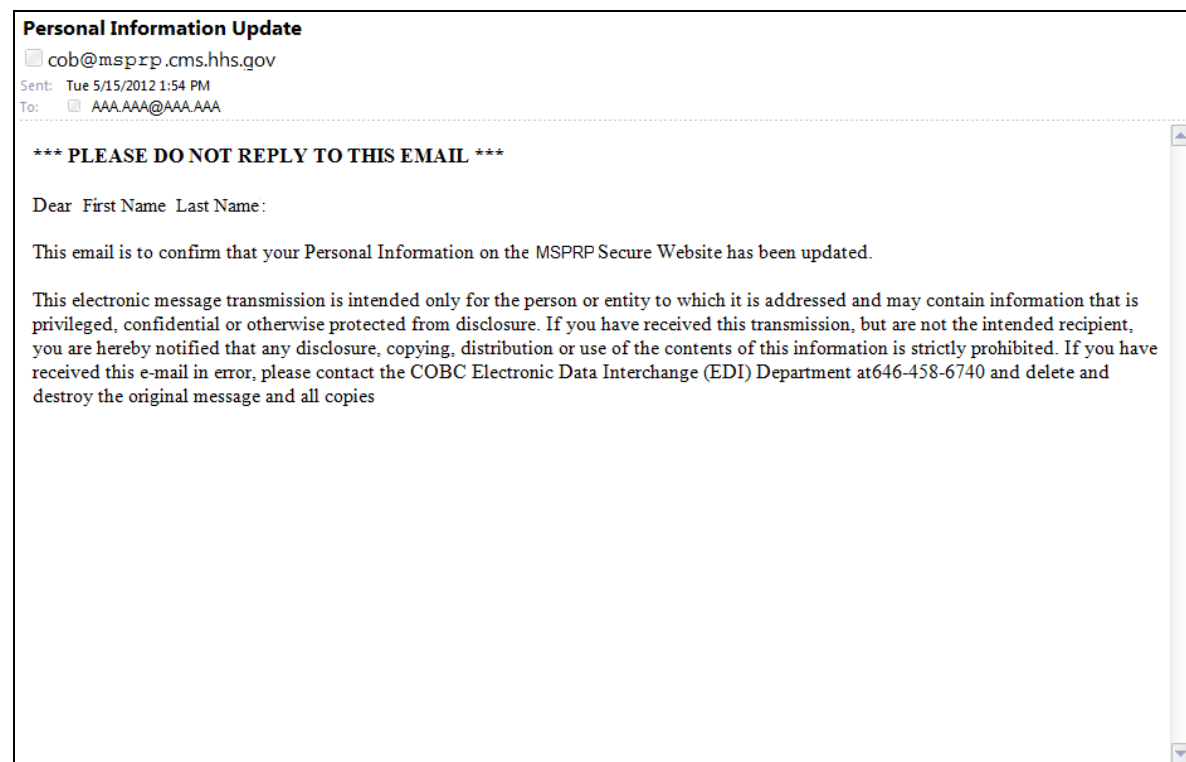
Quick Help

[Help About This Page](#)

[Privacy Policy](#) | [User Agreement](#)

5. Review the updated information. You can print this page by clicking the **Print this page** link. Click **Continue** to return to the *Welcome!* page.

The system then sends you an E-mail, indicating that your personal information has been changed. See sample E-mail below.



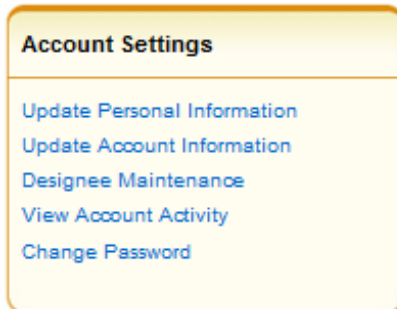
This E-mail confirms that your personal information has been updated in the system.

Update Account Information

This page displays the current information on file for the MSPRP account. You can update Corporate information such as the corporate name or mailing address. You can also update or replace the existing Account Representative's name, or update the Account Representative's personal information.

Update Corporate Information

1. On the *Welcome!* page, click the **Update Account Information** link in the "Account Settings" box. (Account Managers only.)



2. The *Update Corporate Information* page is displayed. You can update your Corporate information or the Account Representative's contact information from this page.

- To update the **Corporate** information, click **Edit** next to the "Corporate Information" heading. The *Corporate Information* page is displayed. Proceed to Step 4 below.

To update the **Account Representative's** information, click **Edit** next to the "Account Representative (AR) Information" heading. Proceed to Step 7 below.

The screenshot shows the 'Update Corporate Information' page of the Medicare Secondary Payer Recovery Portal. The page has a blue header with the CMS logo and the title 'Medicare Secondary Payer Recovery Portal'. Below the header is a green navigation bar with links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. A 'Skip Navigation' link is also present. The main content area is titled 'Update Corporate Information' and includes a 'Print this page' icon. A paragraph explains that users can edit Corporate Account or Account Representative information by clicking 'Edit' and that changes are submitted by clicking 'Continue' or lost by clicking 'Cancel'. The form is divided into two columns. The left column, 'Corporate Information', has an 'Edit' button and fields for Employer Identification Number (EIN), Corporate Name, Business Mailing Address (with sub-fields for Address Line 1, Address Line 2, City, State, and Zip Code), and Title. The right column, 'Account Representative (AR) Information', has an 'Edit' button and fields for First Name, MI, Last Name, E-Mail Address, Phone, ext, and Fax. At the bottom of the form are 'Continue' and 'Cancel' buttons. A 'Quick Help' box on the right contains a 'Help About This Page' link. The footer contains links for 'Privacy Policy' and 'User Agreement'.

Update Corporate Information  [Print this page](#)

You may edit the Corporate Account information or Account Representative information by clicking on the Edit button of that section. You may not change the account type. Click the Continue button to submit the changes. Click the Cancel button to return to the Home Page, all changes will be lost.

Account Type: Corporate

Corporate Information 

Employer Identification Number(EIN): #####

Corporate Name: AAAAAAAAAA

Business Mailing Address:

Address Line 1: AAAAAAAAAA

Address Line 2: AAAAAAAAAA

City: AAAAAAAAAA

State: AAAAAAAAAA

Zip Code: #####

Account Representative (AR) Information 

First Name: AAAA MI: A Last Name: AAAA

Title: AAAA

E-Mail Address: AAAAAAAAAA

Phone: ##### ext: ##

Fax: #####

[Continue](#)  [Cancel](#) 

[Quick Help](#)

[Help About This Page](#)

[Privacy Policy](#) | [User Agreement](#)

4. The *Corporate Information* fields are open for editing. Review the details and update the necessary information. Then, click **Continue**. **Note:** You cannot change the Employer Identification Number (EIN).

The screenshot shows the 'Corporate Information' form in the Medicare Secondary Payer Recovery Portal. The form includes fields for Employer Identification Number (EIN), Corporation Name, Business Mailing Address (Address Line 1, Address Line 2, City, State, and Zip Code). A 'Quick Help' box on the right contains a link to 'Help About This Page'. At the bottom, there are 'Previous', 'Continue', and 'Cancel' buttons. The CMS logo and 'Medicare Secondary Payer Recovery Portal' title are at the top.

Field	Description
Employer Identification Number (EIN)	This 9-digit number cannot be changed or edited.
Corporation Name	The corporation's name is displayed. Make any necessary changes to the name.
Address Line 1	The corporation's business mailing address is displayed. Make any necessary changes to the first line of the address.
Address Line 2	The corporation's business mailing address is displayed. Make any necessary changes to the second line of the address (optional).
City	The city where the corporation is located is displayed. Make any necessary changes to the name of the city.
State	The state where the corporation is located is displayed. Make any necessary changes to the state by using the drop-down list. Note: To quickly select a state, type the first letter to scroll to the desired state.
Zip Code	The corporation's zip code is displayed. Make any necessary changes to the zip code and 4-digit zip-code suffix (optional).
Command Buttons	

Previous	Click to return to the prior page.
Continue	Click to save changes and continue to the next page.
Cancel	Click to return to the <i>Welcome!</i> page. Any information you entered will not be saved.

5. The *Update Corporate Information* page is displayed again. This page will display the updated information.

Update Corporate Information  [Print this page](#)

You may edit the Corporate Account information or Account Representative information by clicking on the Edit button of that section. You may not change the account type. Click the Continue button to submit the changes. Click the Cancel button to return to the Home Page, all changes will be lost.

Account Type: Corporate

Corporate Information 

Employer Identification Number(EIN): #####

Corporate Name: AAAAAAAAAA

Business Mailing Address:

Address Line 1: AAAAAAAAAA

Address Line 2: AAAAAAAAAA

City: AAAAAAAAAA

State: AAAAAAAAAA

Zip Code: ####

Account Representative (AR) Information 

First Name: AAAA MI: A Last Name: AAAA

Title: AAAA

E-Mail Address: AAAAAAAAAA

Phone: ##### ext: ##

Fax: #####

[Continue](#)  [Cancel](#) 

[Quick Help](#)

[Help About This Page](#)

[Privacy Policy](#) | [User Agreement](#)

6. Click **Continue** to proceed. The *Corporate Information Update Confirmation* page is displayed. Proceed to Step 10.

Or, to update the Account Representative information, click **Edit** next to the Account Representative (AR) Information heading. Proceed to Step 7.

7. The *Update Account Representative (AR) Information* page is displayed. The fields are open for editing. Make any necessary changes. **Note:** You must re-enter the Account Representative's E-mail address in the "Re-enter E-mail Address" field. Then, click **Continue**.

Field	Description
AR First Name	Enter your first name. You must be the Account Representative.
MI	Enter your middle initial (optional).
Last Name	Enter your last name.
AR Title	Enter your Account Representative title.
E-mail Address	Enter your personal E-mail address.
Re-enter E-mail Address	Enter your E-mail address a second time for verification purposes.
Phone	Enter your personal phone number.
Ext.	Enter the extension for your phone number (optional).
Command Buttons	
Previous	Click to return to the prior page.
Continue	Click to save changes and continue to the next page.
Cancel	Click to return to the <i>Welcome!</i> page.

8. The *Update Corporate Information* page is displayed. This page displays the updated information. Click **Continue** to proceed.

The screenshot shows the Medicare Secondary Payer Recovery Portal. The header includes the CMS logo and the title 'Medicare Secondary Payer Recovery Portal'. A navigation bar contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. A 'Skip Navigation' link is also present. The main content area is titled 'Update Corporate Information' and includes a 'Print this page' icon. Below the title, a paragraph explains that users can edit Corporate Account or Account Representative information. The form is divided into two columns. The left column, 'Corporate Information', has an 'Edit' button and contains fields for Employer Identification Number (EIN), Corporate Name, Business Mailing Address (with sub-fields for Address Line 1, Address Line 2, City, State, and Zip Code), and Title. The right column, 'Account Representative (AR) Information', also has an 'Edit' button and contains fields for First Name, MI, Last Name, E-Mail Address, Phone, ext, and Fax. At the bottom of the form are 'Continue' and 'Cancel' buttons. A 'Quick Help' box on the right contains a 'Help About This Page' link. The footer contains links for 'Privacy Policy' and 'User Agreement'.

Update Corporate Information  [Print this page](#)

You may edit the Corporate Account information or Account Representative information by clicking on the Edit button of that section. You may not change the account type. Click the Continue button to submit the changes. Click the Cancel button to return to the Home Page, all changes will be lost.

Account Type: Corporate

Corporate Information  **Account Representative (AR) Information** 

Employer Identification Number(EIN): #####

Corporate Name: AAAAAAAAAA

First Name: AAAA MI: A Last Name: AAAA

Title: AAAA

E-Mail Address: AAAAAAAAAA

Business Mailing Address:

Address Line 1: AAAAAAAAAA

Address Line 2: AAAAAAAAAA

City: AAAAAAAAAA

State: AAAAAAAAAA

Zip Code: ####

Phone: ##### ext: ##

Fax: #####

[Continue](#)  [Cancel](#) 

[Quick Help](#)

[Help About This Page](#)

[Privacy Policy](#) | [User Agreement](#)

9. The *Corporate Information Update Confirmation* page is displayed. The Corporate information has been updated. Click **Continue** to return to the *Welcome!* page.

The screenshot displays the Medicare Secondary Payer Recovery Portal. The header features the CMS logo and the portal title. A navigation bar includes links for Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. The main content area is titled "Corporate Information Update Confirmation" and includes a "Print this page" link. A message states: "The corporate information has been updated. Click the Continue button to return to the Home Page. Print this page for your records." Below this, there are two sections: "Corporate Information" and "Account Representative (AR) Information", each with an "Edit" link. The Corporate Information section includes fields for Employer Identification Number (EIN), Corporate Name, Business Mailing Address (with sub-fields for Address Line 1, Address Line 2, City, State, and Zip Code), and Title. The Account Representative (AR) Information section includes fields for First Name, MI, Last Name, E-Mail Address, Phone, ext, and Fax. At the bottom of the form are "Continue" and "Cancel" buttons. A "Quick Help" sidebar on the right contains a "Help About This Page" link. The footer includes links for Privacy Policy and User Agreement.

Corporate Information Update Confirmation [Print this page](#)

The corporate information has been updated. Click the Continue button to return to the Home Page. Print this page for your records.

Account Type: Corporate

Corporate Information [Edit](#)

Employer Identification Number(EIN): #####

Corporate Name: AAAAAAAAAA

Business Mailing Address:

Address Line 1: AAAAAAAAAA

Address Line 2: AAAAAAAAAA

City: AAAAAAAAAA

State: AAAAAAAAAA

Zip Code: #####

Account Representative (AR) Information [Edit](#)

First Name: AAAA MI: A Last Name: AAAA

Title: AAAA

E-Mail Address: AAAAAAAAAA

Phone: ##### ext: ##

Fax: #####

[Continue](#) [Cancel](#)

[Quick Help](#)

[Help About This Page](#)

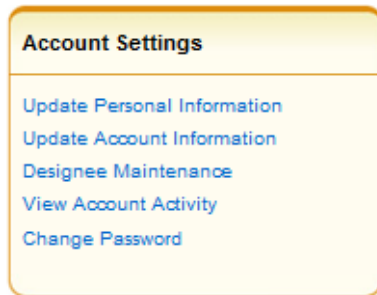
[Privacy Policy](#) | [User Agreement](#)

You can now perform another action from the *Welcome!* page, or click **Logoff** to exit the portal.

Update Representative Account Information

This page displays the current information on file for the MSPRP account. You can update the Account Representative's name, phone or mailing information. You can also replace the existing Account Representative, by entering the new Account Representative's information in the *Update Representative Information* page. Some of the Beneficiary information is displayed on this page as well.

1. On the *Welcome!* page, click the **Update Account Information** link in the "Account Settings" box. (Account Managers only.)



2. The *Update Account Information* page is displayed. Click **Edit** next to the Representative Information or Representative Mailing Address section. The *Update Representative Information* page displays with all fields open for editing.

Update Account Information [Print this page](#)

You may edit the Account Representative personal information or mailing address by clicking on the Edit button of that section. You may not change the account type or change the beneficiary information that was provided during initial registration. Click the Continue button to submit the changes. Click the Cancel button to return to the Home Page, all changes will be lost.

Account Type: Representative

Representative Information	Beneficiary Information
First Name: FIRST MI: M Last Name: LAST Edit SSN: ***-**-#### E-Mail Address: AAAA@AAA.AAA Phone: ###-###-#### ext: ## Fax: ###-###-####	Last Name: LAST First Initial: F HICN: ***** Date of Birth: AAAA ## #### Gender: AAAA

Representative Mailing Address: [Edit](#)

Address Line 1: AAAAAAAAAA
Address Line 2: AAAAAAAAAA
City: AAAAAAAAAA
State: AAAAAAAAAA
Zip Code: #####

[Continue](#) [Cancel](#)

[Privacy Policy](#) | [User Agreement](#)

- In the *Update Representative Information* page, make changes as necessary. **Note:** You must re-enter the email address in the “Re-enter E-mail Address” field before you can continue to the next page. Then, click **Continue** to save your changes and return to the *Update Account Information* page.



CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

Medicare Secondary Payer Recovery Portal

[Skip Navigation](#)

[Home](#) [About This Site](#) [CMS Links](#) [How To...](#) [Reference Materials](#) [Contact Us](#) [Logoff](#)

Update Representative Information

 [Print this page](#)

An asterisk (*) indicates a required field.

*First Name: MI: *Last Name:

*E-mail Address:

*Re-enter E-mail Address:

*Phone: - - ext.

*Fax: - -

Mailing Address

*Address Line 1:

Address Line 2:

*City:

*State:

*Zip Code: -

[Previous](#) [Continue](#) [Cancel](#)

Field	Description
First Name	Enter your first name.
MI	Enter your middle initial (optional).
Last Name	Enter your last name.
E-mail Address	Enter your personal E-mail address.
Re-enter Email Address	Re-enter your E-mail address a second time for verification purposes.
Phone	Enter your personal phone number.
Ext.	Enter the extension for your phone number (optional).
Fax	Enter your fax number.
Address Line 1	Enter the first line of the company's mailing address.
Address Line 2	Enter the second line of the company's mailing address (optional).
City	Enter the city where the company is located.
State	Select the state where the company is located from the drop-down list. Note: To quickly select a state, type the first letter to scroll to the desired state.
Zip Code	Enter the company's Zip Code (required) plus 4-digit Zip-code suffix (optional).
Command Buttons	
Previous	Click to return to the prior page.
Continue	Click to save changes and continue to the next page.
Cancel	Click to return to the <i>Welcome!</i> page. Any information you entered will not be saved.

4. The *Update Account Information* page displays your updated information. Click **Continue** to proceed to the *Update Account Information Confirmation* page.

The screenshot shows the 'Update Account Information' page of the Medicare Secondary Payer Recovery Portal. The page has a blue header with the CMS logo and the portal title. A green navigation bar contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. A 'Skip Navigation' link is also present. The main content area is titled 'Update Account Information' and includes a 'Print this page' icon. A paragraph explains that users can edit representative personal information or mailing address, but not account type or beneficiary information. The page is divided into two main sections: 'Representative Information' and 'Beneficiary Information'. The 'Representative Information' section includes fields for First Name, MI, Last Name, SSN, E-Mail Address, Phone, and Fax, with an 'Edit' button. The 'Beneficiary Information' section includes fields for Last Name, First Initial, HICN, Date of Birth, and Gender. Below these is the 'Representative Mailing Address' section with fields for Address Line 1, Address Line 2, City, State, and Zip Code, also with an 'Edit' button. At the bottom are 'Continue' and 'Cancel' buttons. A 'Quick Help' box on the right contains a 'Help About This Page' link. The footer contains links for 'Privacy Policy' and 'User Agreement'.

Update Account Information  [Print this page](#)

You may edit the Account Representative personal information or mailing address by clicking on the Edit button of that section. You may not change the account type or change the beneficiary information that was provided during initial registration. Click the Continue button to submit the changes. Click the Cancel button to return to the Home Page, all changes will be lost.

Account Type: Representative

Representative Information 	Beneficiary Information
First Name: FIRST MI: M Last Name: LAST	Last Name: LAST First Initial: F
SSN: ***-**-####	HICN: *****
E-Mail Address: AAAA@AAA.AAA	Date of Birth: AAAA ## ####
Phone: ###-###-#### ext: ##	Gender: AAAA
Fax: ###-###-####	

Representative Mailing Address: 

Address Line 1: AAAAAAAAAA

Address Line 2: AAAAAAAAAA

City: AAAAAAAAAA

State: AAAAAAAAAA

Zip Code: #####

[Continue](#)  [Cancel](#) 

[Quick Help](#)

[Help About This Page](#)

[Privacy Policy](#) | [User Agreement](#)

5. The Update Account Information Confirmation displays the Account Representative information. Click **Continue**.



The screenshot shows the 'Update Account Information Confirmation' page of the Medicare Secondary Payer Recovery Portal. The page has a blue header with the CMS logo and the portal title. A green navigation bar contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. The main content area is white with a yellow background for the title and instructions. It displays account information for a Representative, including First Name, Last Name, SSN, E-Mail Address, Phone, Fax, Address, City, State, and Zip Code. A 'Continue' button is at the bottom left.

Update Account Information Confirmation [Print this page](#)

The account information has been updated. Click the Continue button to return to the Home Page. Print this page for your records.

Account Type: Representative

Representative Information	Beneficiary Information
First Name: FIRST MI: M Last Name: LAST	Last Name: LAST First Initial: F
SSN: ***-**-####	HICN: *****
E-Mail Address: AAAA@AAA.AAA	Date of Birth: AAAA ## ####
Phone: ###-###-#### ext. ##	Gender: AAAA
Fax: ###-###-####	

Representative Mailing Address:
 Address Line 1: AAAAAAAAAA
 Address Line 2: AAAAAAAAAA
 City: AAAAAA
 State: AAAAA
 Zip Code: #####-####

[Continue](#)

The MSPRP *Welcome!* page is displayed.



The screenshot shows the 'Welcome!' page of the Medicare Secondary Payer Recovery Portal. The page has a blue header with the CMS logo and the portal title. A green navigation bar contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. The main content area is white with a yellow background for the title and instructions. It provides information about the portal's purpose and how to use it. On the right side, there are two yellow boxes: 'Quick Help' with a link to 'Help About This Page', and 'Account Settings' with links to 'Update Personal Information', 'Update Account Information', 'Designee Maintenance', 'View Account Activity', and 'Change Password'. At the bottom, there are links for 'Request Case Access', 'Case Listing', 'Privacy Policy', and 'User Agreement'.

Welcome!

The Medicare Secondary Payer Recovery Portal provides a quick and efficient way to request case information and provide information to assist in resolving Medicare's recovery claim.

With the use of this portal, you may submit a valid authorization, request an update conditional payment amount, submit settlement information and dispute claims.

You may modify Account Settings by clicking the appropriate link under the Account Settings list.

To request information regarding a case you have not already associated to your account, click the Request Case Access link below.

To see cases that you have previously associated to your account, click the Case Listing link below.

[Request Case Access](#)

[Case Listing](#)

Quick Help
[Help About This Page](#)

Account Settings
[Update Personal Information](#)
[Update Account Information](#)
[Designee Maintenance](#)
[View Account Activity](#)
[Change Password](#)

[Privacy Policy](#) | [User Agreement](#)

Designee Maintenance

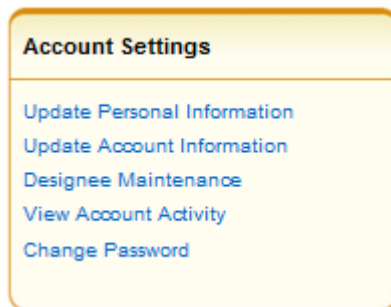
For Corporate and Representative Accounts, the Account Manager may designate one or more Account Designees to assist with case submission and management. **Note:** If you are adding the same Designee to multiple accounts, the Designee will receive multiple email invitations. The Designee will need to click on each token for each account in order to register.

The **Account Manager** can perform the following Designee Maintenance functions:

- Add an Account Designee.
- Delete an Account Designee.
- Edit information for an unregistered Account Designee.
- Regenerate an invitation E-mail with a token link for an Account Designee's registration.

Add a Designee to an Account

1. Login to the MSPRP portal as either a Corporate or Representative Account Manager.
2. On the *Welcome!* page, click the **Designee Maintenance** link in the "Account Settings" box.



3. The *Designee Listing* page displays, with all Designees and their associated statuses (Pending, Active, Locked, Expired, Revoked) listed. **Note:** If this is the first time you are accessing the link, or you do not have any accounts, no Designee names will be displayed.



4. This page allows you to print the Designee names assigned to the account. Click the **Print this page** link in the upper right corner. Or, to return to the *Welcome!* page without making any changes, click the **Cancel** button.
5. To add an Account Designee, click **Add Designee** in the *Designee Listing* page. The *Designee Information* page displays. **Note:** To update Designee information, refer to the *Edit Designee Information* section below.

The screenshot shows the Medicare Secondary Payer Recovery Portal (MSPRP) interface. At the top, there is a blue header with the CMS logo and the text "Medicare Secondary Payer Recovery Portal". Below the header is a green navigation bar with links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. A "Skip Navigation" link is also present. The main content area is titled "Designee Information" and includes instructions: "Please click the Continue button to check the E-Mail Address of a potential designee. To cancel and return to the Designee Listing page, click the Cancel button." It also states: "An asterisk (*) indicates a required field. We ask for the E-mail address to verify if the person is currently a registered user." There are two input fields: "*Designee E-mail Address:" and "*Re-enter Designee E-mail Address:". Below these fields are "Continue" and "Cancel" buttons. A "Quick Help" box on the right contains links for "Quick Help" and "Help About This Page". At the bottom of the page, there are links for "Privacy Policy" and "User Agreement".

6. Enter and re-enter the E-mail address of the Account Designee you wish to invite. Then, click **Continue**. Or, click **Cancel** to return to the *Designee Listing* page without adding a Designee.

The system verifies the E-mail address is not already in the database for an existing user.

An existing registered user can be an Account Designee for your Account ID as long as they are not already registered as an Account Representative for any other Account ID, or as long as they are not the Account Manager for the same Account ID.

If the entered E-mail address is found in the system (the invited Account Designee is already a registered user), and your Account Designee will receive a notification E-mail from the MSPRP notifying them that they have been designated as an Account Designee for your account on the MSPRP Web site. Once this is completed, the Designee may log into the MSPRP and complete tasks related to this MSPRP account.

See sample E-mail invitation below.

Note: If the Account Designee is not a registered user, go to Step 7 below.

Designee Invitation

☐ DoNotReply@cob.cms.hhs.gov

Sent: Thu 5/10/2012 3:58 PM

To: ☐ AAA.AAA@AAA.AAA

Cc: ☐ AAA.AAA@AAA.AAA

***** PLEASE DO NOT REPLY TO THIS EMAIL *****

Dear Name :

You have been invited by: First.Last , for Account ID: 99999, to participate in the Medicare Secondary Payer Recovery Portal (MSPRP) web portal process. Please follow this link to register: <https://qua.cob.cms.hhs.gov/MSPRP/designeeRegistration?token=pZDiwwMBtwwMbw>. If you have already registered, please visit the Medicare Secondary Payer Recovery Portal Welcome Page at <https://qua.cob.cms.hhs.gov/MSPRP/> to login.

For any questions or problems please contact the person named in the paragraph above.

This electronic message transmission is intended only for the person or entity to which it is addressed and may contain information that is privileged, confidential or otherwise protected from disclosure. If you have received this transmission, but are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of the contents of this information is strictly prohibited. If you have received this e-mail in error, please contact the Electronic Data Interchange (EDI) Department at (646) 458-6740 and delete and destroy the original message and all copies.

If the entered E-mail address is NOT found in the system, the *Designee Invitation* page displays. Enter the invited Designee's First Name, Last Name, and Passphrase. You will need to create this passphrase. **Note:** The Passphrase should be a short case-sensitive phrase of your creation.

Enter a word or words up to 30 characters. After you complete the invitation process, contact your Designee and provide them with the Passphrase. They will need to enter it exactly as you did when they follow the link in their invitation E-mail to register for the MSPRP.

This ensures that only the people you invite will have access to your account. Do not share this Passphrase with anyone else. It will not be sent to the Designee in the invitation E-mail. You must give it to them outside the system.

7. Then, click **Continue**.

Field	Description
Designee First Name	Enter the Designee's first name.
Designee Last Name	Enter the Designee's last name.
Passphrase	Enter a passphrase that you will assign to the Designee.
Re-enter Passphrase	Enter the assigned passphrase a second time for verification purposes.
Command Buttons	
Previous	Click to return to the <i>Designee Information</i> page.
Continue	Click to save changes and continue to the next page.
Cancel	Click to cancel changes and return to the prior page.

8. After clicking **Continue**, the *Designee Confirmation* page displays, indicating that the invited Designee has been sent an E-mail notifying them that they have been added to this Account ID. They must use the token link in that E-mail, in addition to the Passphrase you provide them, to register for the MSPRP and access this Account ID.



The screenshot shows the Medicare Secondary Payer Recovery Portal. The header includes the CMS logo and the title "Medicare Secondary Payer Recovery Portal". A navigation bar contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. The main content area is titled "Designee Confirmation" and includes a "Print this page" icon. The text states: "The following Designee has been successfully added to the account. The designee will receive an email notifying them that they have been invited to become a designee on the Account and may access the Account information by logging into the MSPRP Website. If the invited Designee is not currently a registered user, please contact the Designee and provide them with passphrase you created; the passphrase is necessary for them to complete registration." It then instructs the user to "Click the Continue button to return to the Designee Listing page." Below this, the designee information is displayed: "Designee First Name: AAAA", "Designee Last Name: AAAA", and "Designee E-Mail: AAAA @AAA.AAA". A green "Continue" button with a right arrow is at the bottom of the confirmation box. A "Quick Help" sidebar on the right contains a "Help About This Page" link. The footer contains links for "Privacy Policy" and "User Agreement".

9. Click **Continue** to go to the *Designee Listing* page. The new Designee is listed, with the status of "Pending".

Note: The invitation E-mail will come from cobva@ghimedicare.com. Inform your Designee to allow Email deliveries from this address.

Designee Listing  [Print this page](#)

This page provides the Designee(s) information for the individuals you have assigned to the account.

An Account Manager can only make changes to a pending Designee. Once the Designee has registered and has a Login ID, the Account Manager cannot make changes to the Designee information other than deleting the Designee from the account.

To make changes to the account of a particular Designee listed, select the link on the individual's last name. To delete a Designee select the Delete function to the left of the individual's name. Use the **Add a Designee** function to include an individual as a designee. Individuals added as designees will receive an e-mail notifying them that they have been invited to be a designee for the account.

Selecting Cancel will return you to the Home Page.

Delete	Last Name	First Name	E-mail Address	Passphrase	Status
	AAAA	AAAAA	AAA@AAA.AAA	AAA AAA AAA	AAAA

[Add Designee](#)  [Cancel](#) 

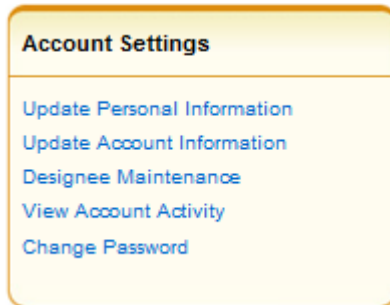
[Privacy Policy](#) | [User Agreement](#)

- Click **Add Designee** to include additional names in the Designee list. Or, click **Cancel** to exit this screen and return to the *Welcome!* page.

To activate a Designee's account, refer to Chapter 8: Account Designee. To manage case access, refer to Chapter 11: Manage Case Access.

Delete a Designee from an Account

1. On the *Home!* page, click the **Designee Maintenance** link in the “Account Settings” box.



2. The *Designee Listing* page displays, with all Designees and their associated statuses (Pending, Active, Locked, Expired, Revoked) listed.



3. To delete a designee, click the **X** icon next to the Designee name you wish to remove from the account. The *Delete Designee Confirmation* page is displayed.

The screenshot displays the Medicare Secondary Payer Recovery Portal. The header includes the CMS logo and the text 'Medicare Secondary Payer Recovery Portal'. A navigation bar contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. A 'Skip Navigation' link is also present. The main content area is titled 'Delete Designee Confirmation' and includes a 'Print this page' icon. The text explains that clicking 'Continue' will remove the designee from the current account ID, while clicking 'Cancel' will return to the Designee Listing page. The designee information shown is: Designee First Name: AAAA, Designee Last Name: AAAA, and Designee E-Mail: AAAA.AAAA@AAA.AAA. At the bottom of the form are 'Continue' and 'Cancel' buttons. A 'Quick Help' sidebar on the right contains a 'Help About This Page' link. The footer contains links for 'Privacy Policy' and 'User Agreement'.

Delete Designee Confirmation

Please click on the Continue button to confirm your delete request for this Account Designee. This will remove the individual from this Account ID only. The Designee will no longer have access to this Account ID but will retain access to any other accounts to which they are currently associated.

Click on the Cancel button to return to the Designee Listing page without deleting this Account Designee.

Designee First Name: AAAA
Designee Last Name: AAAA
Designee E-Mail: AAAA.AAAA@AAA.AAA

[Print this page](#)

[Quick Help](#)
[Help About This Page](#)

[Continue](#) [Cancel](#)

[Privacy Policy](#) | [User Agreement](#)

4. If you DO NOT want to delete the selected Designee, click **Cancel** to return to the *Designee Listing* page. The Account Designee will still be listed and their status will be unchanged.
5. If you DO want to delete the selected Designee, click **Continue**. The system disassociates the Account Designee from the account. The *Designee Listing* page displays again without the Account Designee who was just deleted. This removes the Account Designee from this Account ID only, but they will retain access to any other Account ID they are currently associated with. The *Designee Listing* page is displayed again. The Account Designee name that was deleted will not be displayed in the list.



Medicare Secondary Payer Recovery Portal



[Skip Navigation](#)

[Home](#) [About This Site](#) [CMS Links](#) [How To...](#) [Reference Materials](#) [Contact Us](#) [Logoff](#)

Designee Listing

 [Print this page](#)

This page provides the Designee(s) information for the individuals you have assigned to the account.

An Account Manager can only make changes to a pending Designee. Once the Designee has registered and has a Login ID, the Account Manager cannot make changes to the Designee information other than deleting the Designee from the account.

To make changes to the account of a particular Designee listed, select the link on the individual's last name. To delete a Designee select the Delete function to the left of the individual's name. Use the **Add a Designee** function to include an individual as a designee. Individuals added as designees will receive an e-mail notifying them that they have been invited to be a designee for the account.

Selecting Cancel will return you to the Home Page.

Delete	Last Name	First Name	E-mail Address	Passphrase	Status
	AAAA	AAAAA	AAA@AAA.AAA	AAA AAA AAA	AAAA

[Add Designee](#)  [Cancel](#) 

Quick Help

[Help About This Page](#)

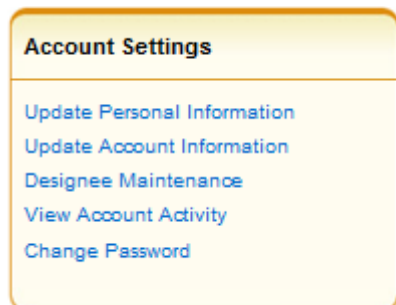
[Privacy Policy](#) | [User Agreement](#)

Edit Designee Information

An Account Manager can edit personal information for Designees in “Pending” status. Account Designees in “Pending” status have not yet registered on the MSPRP.

An Account Manager can only view personal information for Designees in “Active” status.

1. On the *Home!* page, click the **Designee Maintenance** link in the “Account Settings” box.



2. On the *Designee Listing* page, click the last name of the Designee whose information you wish to update.

Designee Listing


[Print this page](#)

This page provides the Designee(s) information for the individuals you have assigned to the account.

An Account Manager can only make changes to a pending Designee. Once the Designee has registered and has a Login ID, the Account Manager cannot make changes to the Designee information other than deleting the Designee from the account.

To make changes to the account of a particular Designee listed, select the link on the individual's last name. To delete a Designee select the Delete function to the left of the individual's name. Use the **Add a Designee** function to include an individual as a designee. Individuals added as designees will receive an e-mail notifying them that they have been invited to be a designee for the account.

Selecting Cancel will return you to the Home Page.

Delete	Last Name	First Name	E-mail Address	Passphrase	Status
	AAAA	AAAAA	AAA@AAA.AAA	AAA AAA AAA	AAAA

3. The *Update Designee Information* page displays, with the Designee’s personal information open for editing.

Update Designee Information

Please click the Continue button to update the information of a potential designee. To cancel and return to the Designee Listing page, click the Cancel button.

An asterisk (*) indicates a required field.

*Designee First Name:

*Designee Last Name:

*Designee E-mail Address:

*Re-enter Designee E-mail Address:

*Passphrase:

*Re-enter Passphrase:

☐ Regenerate token. Check this box if another invitation e-mail must be sent to the Designee.

[Print this page](#)

[Quick Help](#)

[Help About This Page](#)

[Continue](#) [Cancel](#)

[Privacy Policy](#) | [User Agreement](#)

4. Modify Designee information as needed to correct a name, E-mail address, or change the Passphrase. Enter the changes in the appropriate fields. You will need to re-enter the designee email address and passphrase so all fields are completed. Then, click **Continue**.

Note: You can regenerate a token and invitation E-mail for the Designee by selecting the **Regenerate token box**. **Check this box if another invitation e-mail must be sent to the Designee** checkbox. For more information, refer to the *Regenerate Invitation E-mail* section below.

Field	Description
Designee First Name	The Designee's first name will automatically be displayed. Update the Designee's first name, if needed.
Designee Last Name	The Designee's last name will automatically be displayed. Update the Designee's last name, if needed
Designee E-mail Address	The Designee's E-mail address will automatically be displayed. Update the E-mail address, if needed.

Re-enter Designee E-mail Address	The Designee's E-mail address will not be displayed in this field. You will need to re-enter the Designee's E-mail address for verification purposes. Make sure that this E-mail address is the same as the E-mail address entered into the field above.
Passphrase	The Designee's passphrase will automatically be displayed. Update the passphrase, if needed. Note: If you change this passphrase, you will need to notify the Designee of the new passphrase so the user can log in.
Re-enter Passphrase	The Designee's passphrase will not be displayed in this field. You will need to re-enter the Designee's passphrase for verification purposes. Make sure that this passphrase is the same as the passphrase entered into the field above.
Regenerate token. Check this box if another invitation e-mail must be sent to the Designee.	Select this checkbox to regenerate the token and invitation email. This information will be sent to the Designee for login to MSPRP.
Command Buttons	
Continue	Click to save changes and continue to the next page.
Cancel	Click to cancel changes and return to the <i>Designee Listing</i> page.

5. The *Designee Confirmation* page displays with the updated Designee information. Click **Continue** to confirm the changes.

CMS Medicare Secondary Payer Recovery Portal

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Designee Confirmation [Print this page](#)

The following Designee has been successfully added to the account. The designee will receive an email notifying them that they have been invited to become a designee on the Account and may access the Account information by logging into the MSPRP Website. If the invited Designee is not currently a registered user, please contact the Designee and provide them with passphrase you created; the passphrase is necessary for them to complete registration.

Click the Continue button to return to the Designee Listing page.

Designee First Name: AAAA
 Designee Last Name: AAAA
 Designee E-Mail: AAAA.AAAA@AAA.AAA

Continue

Quick Help
[Help About This Page](#)

6. The *Designee Listing* page is displayed again with the list of designee names. Click **Cancel** to return to the *Welcome!* page. Or, to edit information for another designee with this Account ID, click the designee's last name, and follow the steps above.

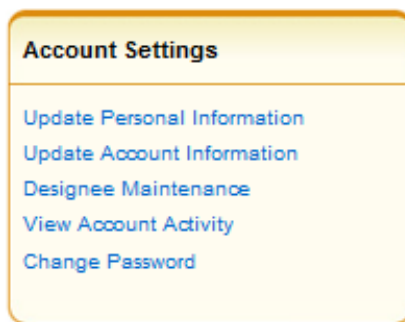
Regenerate Invitation E-mail

When the Account Manager invites a person to be an Account Designee, an E-mail is generated and sent to the intended Designee informing them of the invitation. The E-mail includes a token link for the user to access the MSPRP site and self-register as an Account Designee.

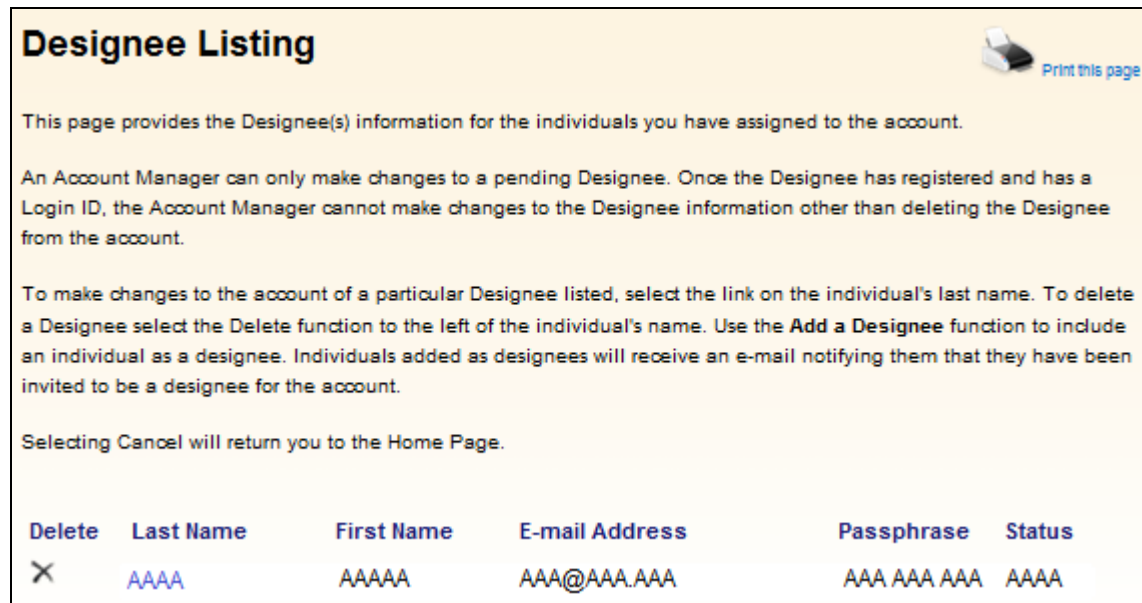
If the intended Designee has misplaced or deleted the invitation E-mail, or if the Designee has not registered within 30 days, the Account Manager can regenerate the invitation E-mail, allowing the intended Account Designee to self-register.

Note: The previously-generated token link will not work once a new E-mail is generated. Invitation E-mails can only be regenerated for Designees in “Pending” status. The E-mail will come from cobva@ghimedicare.com. Inform your Designee to allow E-mail deliveries from this address.

1. On the *Home!* page, click the **Designee Maintenance** link in the “Account Settings” box.



2. On the *Designee Listing* page, click the last name of the Designee.



3. The *Update Designee Information* page displays, with the Designee’s personal information open for editing.

- You must enter the Designee's E-mail address in the "Re-enter Designee E-mail Address" field.
- You must enter the Designee's passphrase in the "Re-enter Passphrase" field.
- Select the **Regenerate token. Check this box if another invitation e-mail must be sent to the Designee** checkbox. Then, click **Continue**.

Update Designee Information

Please click the Continue button to update the information of a potential designee. To cancel and return to the Designee Listing page, click the Cancel button.

An asterisk (*) indicates a required field.

*Designee First Name:

*Designee Last Name:

*Designee E-mail Address:

*Re-enter Designee E-mail Address:

*Passphrase:

*Re-enter Passphrase:

☐ Regenerate token. Check this box if another invitation e-mail must be sent to the Designee.

[Print this page](#)

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[Continue](#) [Cancel](#)

[Privacy Policy](#) | [User Agreement](#)

Field	Description
Designee First Name	The Designee's first name will automatically be displayed.
Designee Last Name	The Designee's last name will automatically be displayed.
Designee E-mail Address	The Designee's E-mail address will automatically be displayed.
Re-enter Designee E-mail Address	The Designee's E-mail address will not be displayed in this field. You will need to re-enter the Designee's E-mail address for verification purposes. Make sure that this E-mail address is the same as the E-mail address entered into the field above.
Passphrase	The Designee's passphrase will automatically be displayed.

Re-enter Passphrase	The Designee's passphrase will not be displayed in this field. You will need to re-enter the Designee's passphrase for verification purposes. Make sure that this passphrase is the same as the passphrase entered into the field above.
Regenerate token. Check this box if another invitation e-mail must be sent to the Designee.	Select this checkbox to regenerate the token and invitation email. This information will be sent to the Designee for login to MSPRP.
Command Buttons	
Continue	Click to save changes and continue to the next page.
Cancel	Click to cancel changes and return to the <i>Designee Listing</i> page.

4. The *Designee Listing* page re-displays, with the Designee's information unchanged. However, the system re-generates the invitation E-mail and sends it to the E-mail address registered for the Account Designee.

Designee Listing

This page provides the Designee(s) information for the individuals you have assigned to the account.

An Account Manager can only make changes to a pending Designee. Once the Designee has registered and has a Login ID, the Account Manager cannot make changes to the Designee information other than deleting the Designee from the account.

To make changes to the account of a particular Designee listed, select the link on the individual's last name. To delete a Designee select the Delete function to the left of the individual's name. Use the **Add a Designee** function to include an individual as a designee. Individuals added as designees will receive an e-mail notifying them that they have been invited to be a designee for the account.

Selecting Cancel will return you to the Home Page.

Delete	Last Name	First Name	E-mail Address	Passphrase	Status
X	AAAA	AAAAA	AAA@AAA.AAA	AAA AAA AAA	AAAA

Add Designee **Cancel**

Quick Help
Help About This Page

Privacy Policy | User Agreement

Below is a sample of a system re-generated email invitation. **Note:** The token link will be different from the token provided in the original email.

Designee Invitation

☐ DoNotReply@cob.cms.hhs.gov

Sent: Thu 5/10/2012 3:58 PM

To: ☐ AAA.AAA@AAA.AAA

Cc: ☐ AAA.AAA@AAA.AAA

***** PLEASE DO NOT REPLY TO THIS EMAIL *****

Dear Name :

You have been invited by: First.Last , for Account ID: 99999, to participate in the Medicare Secondary Payer Recovery Portal (MSPRP) web portal process. Please follow this link to register: <https://qua.cob.cms.hhs.gov/MSPRP/designeeRegistration?token=pZDiwwMBtwwMbw>. If you have already registered, please visit the Medicare Secondary Payer Recovery Portal Welcome Page at <https://qua.cob.cms.hhs.gov/MSPRP/> to login.

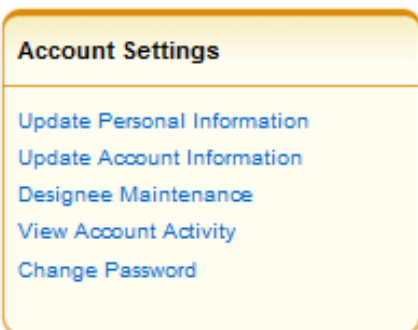
For any questions or problems please contact the person named in the paragraph above.

This electronic message transmission is intended only for the person or entity to which it is addressed and may contain information that is privileged, confidential or otherwise protected from disclosure. If you have received this transmission, but are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of the contents of this information is strictly prohibited. If you have received this e-mail in error, please contact the Electronic Data Interchange (EDI) Department at (646) 458-6740 and delete and destroy the original message and all copies.

View Account Activity

All activity performed for an Account ID can be reviewed. The system provides an Account Activity history page that lists Activity Date, Description, recovery Case ID, and User. Typical activity recorded includes:

- Initial Registration
 - Account Setup (Account Manager Registration)
 - Add Designee
 - Delete Designee
 - Update of Account Information
 - MSPRP Requests Submitted
 - Document Replaced
1. On the *Welcome!* page, click the **View Account Activity** link in the “Account Settings” box to view the account activity history.



2. The *Account Activity* page is displayed. The activity for accounts associated with this Account ID is displayed.

The screenshot displays the Medicare Secondary Payer Recovery Portal. At the top, the CMS logo is on the left, and the title "Medicare Secondary Payer Recovery Portal" is in the center. To the right is a photo of a smiling couple. Below the header is a green navigation bar with links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. A "Skip Navigation" link is also present. The main content area is titled "Account Activity" and includes a "Print this page" icon. It states: "Below is the account activity for the Account ID : 99999. Please report any discrepancies to the Coordination of Benefits Contractor (COBC). Selecting Cancel will return to the Home Page." A table follows with the heading "Account Activity".

Activity Date	Activity Description	ReMas Case ID	User
May 09, 2012	Account Setup		AAA AAAA

Below the table is a "Cancel" button with a red 'x' icon. To the right of the main content is a "Quick Help" box with a link "Help about this page". At the bottom of the page is a blue footer bar with links for "Privacy Policy" and "User Agreement".

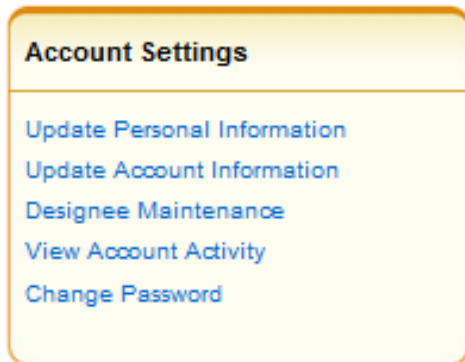
3. After reviewing account activity history, click **Cancel** to return to the *Welcome!* page.

You can print the history by clicking **Print this page** at the top right of the page.

Change Password

The system requires you to change your Password every 60 days. The following details the steps to successfully change your Password. **Note:** You will need to change your password when it expires or when you have forgotten your password and a temporary password was assigned. Your Password can only be changed once every 24 hours.

1. On the *Home!* page, click the **Change Password** link in the “Account Settings” box on the right side of the page.



2. The *Change Password* page is displayed. Enter your Current Password and then enter a new Password. Re-enter the password in the second field while following the listed guidelines. Click **Continue**. The *Change Password Confirmation* page displays.

A screenshot of the "Change Password" page in the Medicare Secondary Payer Recovery Portal. The page has a blue header with the CMS logo and the title "Medicare Secondary Payer Recovery Portal". Below the header is a green navigation bar with links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. The main content area is white and contains the "Change Password" heading, a "Print this page" icon, and a list of password guidelines. Below the guidelines is a section for entering the current and new passwords, followed by "Continue" and "Cancel" buttons. A "Quick Help" box is on the right side of the page.

Change Password

Choose your password carefully.

- Password must be changed every sixty (60) days.
- Password must consist of at least eight (8) characters.
- Password must contain at least one upper-case letter, one lower-case letter, one number and one special character.
- Password must contain a minimum of four (4) changed characters from the previous password.
- Password cannot be changed more than once per day.
- Password must be different from the previous 6 passwords.
- Password cannot contain a reserved word (See Help About This Page for a complete list).

An asterisk (*) indicates a required field.

*Enter your current password:

*Enter your new password:

*Re-enter your new password:

Continue **Cancel**

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Field	Description
Enter your current password	Enter your password.
Enter your new password	Enter your new password using the password guidelines listed.
Re-enter your new password	Re-enter your new password a second time for verification purposes.
Command Buttons	
Continue	Click to save changes and continue to the next page.
Cancel	Click to return to the <i>Account Setup Intro</i> page.

3. This page indicates that your password has been changed successfully. You will be required to use the new password the next time you log into the MSPRP. Click **Medicare Secondary Payer Recovery Portal Welcome Page** to continue to the *Welcome!* page.



4. You can select another option from the page, or click **Logoff** to exit the portal. You must enter the new password the next time you login to the MSPRP system.

Chapter 8: Account Designee

Account Designees (AD) are optional users associated with an Account ID, who assist the Account Manager (AM) in managing a Corporate or Representative account. As a Designee, you will be able to perform most of the functions on the site, including sending cases, but will not be able to invite additional users to be associated with the Account ID or enter company information.

ADs are assigned by the Account Manager. After the AM adds you to an account, the system sends you an invitation E-mail containing a specific URL. It is necessary for you to use this URL, as it contains a specific token which grants access to the registration site. You will also verbally receive a Passphrase from the Account Manager, which must be entered during the registration process. The token link becomes inactive after 30 days of non-use, so it is imperative to register as soon as possible after receiving the invitation E-mail.

As an Account Designee, you register yourself on the MSPRP, using the information contained in the system-generated E-mail sent and the Passphrase given to you by the Account Manager. You will only go through this process once, as you need only one Login ID no matter how many Account IDs you will ultimately work with.

To successfully register yourself as an Account Designee, follow the steps outlined below.

Account Designee Registration and Activation

1. Click on the token URL provided in the invitation E-mail sent by Medicare. The E-mail will come from cobva@ghimedicare.com. You must allow E-mail deliveries from this address. See sample E-mail below:

Designee Invitation

 DoNotReply@cob.cms.hhs.gov

Sent: Thu 5/10/2012 3:58 PM

To:  AAA.AAA@AAA.AAA

Cc:  AAA.AAA@AAA.AAA

***** PLEASE DO NOT REPLY TO THIS EMAIL *****

Dear Name:

You have been invited by: First.Last, for Account ID: 99999, to participate in the Medicare Secondary Payer Recovery Portal (MSPRP) web portal process. Please follow this link to register: <https://qua.cob.cms.hhs.gov/MSPRP/designeeRegistration?token=pZDiwwMBtwwMbw>. If you have already registered, please visit the Medicare Secondary Payer Recovery Portal Welcome Page at <https://qua.cob.cms.hhs.gov/MSPRP/> to login.

For any questions or problems please contact the person named in the paragraph above.

This electronic message transmission is intended only for the person or entity to which it is addressed and may contain information that is privileged, confidential or otherwise protected from disclosure. If you have received this transmission, but are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of the contents of this information is strictly prohibited. If you have received this e-mail in error, please contact the Electronic Data Interchange (EDI) Department at (646) 458-6740 and delete and destroy the original message and all copies.

2. The *Login Warning* page displays, detailing the Data Use Agreement (DUA).



Medicare Secondary Payer Recovery Portal

Login Warning

[Print this page](#)

UNAUTHORIZED ACCESS TO THIS COMPUTER SYSTEM IS PROHIBITED BY LAW

This web site is maintained by the U.S. Government and is protected by federal law. Use of this computer system without authority or in excess of granted authority, such as access through use of another's Login ID and/or password, may be in violation of federal law, including the False Claims Act, the Computer Fraud and Abuse Act and other relevant provisions of federal civil and criminal law. Violators may be subject to administrative disciplinary action and civil and criminal penalties including civil monetary penalties.

For site security purposes, we employ software programs to monitor and identify unauthorized access, unauthorized attempts to upload or change information, or attempts to otherwise cause damage. In the event of authorized law enforcement investigations, and pursuant to any required legal process, information from these sources may be used to help identify an unauthorized individual who has accessed, uploaded, changed, or attempted to access, upload, or change information through this site and may be used for administrative, criminal or other adverse action.

So that the CMS Web site remains accurate and available to you and all other visitors, we monitor network traffic to identify unauthorized attempts to upload or change information or otherwise cause damage to the web service. Use of this system constitutes consent to such monitoring and auditing. Unauthorized attempts to upload information and/or change information on this web site are strictly prohibited and are subject to prosecution under the Computer Fraud and Abuse Act of 1986 and Title 18 U.S.C. Sec.1001 and 1030.

<http://www.cms.hhs.gov/About-CMS/Agency-Information/Aboutwebsite/Security-Protocols.html>

Privacy Act Statement

The collection of this information is authorized by Section 1862(b) of the Social Security Act (codified at 42 U.S.C 1395y (b)) (see also 42, C.F.R. 411.24). The information collected will be used to identify and recover past conditional and mistaken Medicare primary payments and to prevent Medicare from making mistaken payments in the future for those Medicare Secondary Payer situations that continue to exist. The Privacy Act (5 U.S.C. 552a(b)), as amended, prohibits the disclosure of information maintained by the Centers for Medicare & Medicaid Services (CMS) in a system of records to third parties, unless the beneficiary provides a written request or explicit written consent/authorization for a party to receive such information. Where the beneficiary provides written consent/proof of representation, CMS will permit authorized parties to access requisite information.

Attestation of Information

The information provided is complete, truthful, accurate, and meets all requirements set forth to use this process; and, I have read and understand all of the Centers for Medicare & Medicaid Services information at <http://www.cms.gov/MSPRGenInfo/>.

LOG OFF IMMEDIATELY if you do not agree to the conditions stated in this warning.

[I Accept](#)

[Decline](#)

¹ A Privacy Act system of records is a group of any records about individuals and under the control of any Federal agency from which information is retrieved by the name or other personal identifier of the individual.

[Privacy Policy](#) | [User Agreement](#)

3. Review the DUA. To proceed, click the **I Accept** link at the bottom of the page. You will be denied access to the MSPRP registration process if you click **I Decline**.
4. The *Designee Registration* page displays.

Designee Registration

The Account Manager listed below has invited you to be a Designee for the following account:

Submitter Information

Submitter ID:

Account Manager Information

First Name: MI: Last Name:

Phone: -- ext.

E-Mail:

To set up a Login ID for you to act as a Designee, you will need the pass-phrase created by the Account Manager. If you do not have the pass-phrase, please contact the above Account Manager.

If you have already registered, please visit the Medicare Secondary Payer Recovery Portal Welcome Page at <https://qua.oob.cms.hhs.gov/MSPRP/> to login.

Enter the passphrase:

You must read the User Agreement provided in the scrolling box. To accept the agreement, click the checkbox. You must accept and agree to the terms of the User Agreement in order to continue through the registration process.

[View and print the agreement below](#)

User Agreement

THE FOLLOWING DESCRIBES THE TERMS AND CONDITIONS BY WHICH THE CENTERS FOR MEDICARE & MEDICAID SERVICES (CMS) OFFERS YOU ACCESS TO THE MEDICARE SECONDARY PAYER RECOVERY PORTAL (MSPRP) SECURE WEB SITE.

You must read and accept the terms and conditions contained in this User Agreement expressly set out below and incorporated by reference before you may access the MSPRP

Please check the following box:

☐ I accept the User Agreement and Privacy Policy above

[Continue](#) [Cancel](#)

[Privacy Policy](#) | [User Agreement](#)

- The *Designee Registration* page informs you that you have been assigned as an Account Designee for the listed Account ID. In the “Enter the Passphrase” field, type in the phrase given to you by the Account Manager. **Note:** The Passphrase is case-sensitive. Enter it exactly as it was given to you.

Review the User Agreement. To proceed, click the **I Accept the User Agreement and Privacy Policy above** box at the bottom of the page. You will be denied access to the MSPRP registration process if you do not select this option.

- The *Designee Personal Information* page displays. The Designee’s first and last name should be displayed. Enter the requested information in the fields. Then, click **Continue**.

Designee Personal Information

An asterisk (*) indicates a required field.

*First Name: MI: *Last Name:

*E-mail Address:

*Phone: - - - ext.

Mailing Address:

*Address Line 1:

Address Line 2:

*City:

*State:

*Zip Code: -

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Field	Description
First Name	Enter your first name.
MI	Enter your middle initial (optional).
Last Name	Enter your last name.
E-mail Address	Enter your personal E-mail address.
Phone	Enter your personal phone number.
Ext.	Enter the extension for your phone number (optional).
Address Line 1	Enter the first line of your company mailing address.
Address Line 2	Enter the second line of your company mailing address (optional).
City	Enter the city where your company is located.
State	Select the state where the company is located from the drop-down list. Note: To quickly select a state, type the first letter to scroll to the desired state.
Zip Code	Enter the company's zip code (required) plus 4-digit zip-code suffix (optional).
Command Buttons	
Previous	Click to return to the <i>Account Setup Intro</i> page.
Continue	Click to save changes and continue to the next page.

7. The *Designee Login Information* page displays. Setup a Designee Login ID and Password, and select 2 security questions. Enter the required information and click **Continue**.

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[How To...](#)
[Reference Materials](#)
[Contact Us](#)

Designee Login Information

The security information requested on this page will allow the system to authenticate your identity each time you log on. This will ensure only you are provided the access and updating privileges restricted to an Account Designee.

Choose your Login ID and password carefully.

- Login IDs must be 7 characters
- Login IDs must be unique within the system
- Login IDs must be in the format of AA999AA (first two alphabetic, next three numeric, last two alphabetic)
- Password must be changed every sixty (60) days.
- Password must consist of at least eight (8) characters.
- Password must contain at least one upper-case letter, one lower-case letter, one number and one special character.
- Password must contain a minimum of four (4) changed characters from the previous password.
- Password cannot be changed more than once per day.
- Password must be different from the previous 6 passwords.
- Password cannot contain a reserved word (See Help About This Page for a complete list).

An asterisk (*) indicates a required field.

*Login ID:

*Password:

*Re-enter Password:

The Security Questions allow you to regain account access if you forget your password. Please note the answers you provide to these questions should be actual answers and not hints for your password.
Choose Security Questions and Provide Answers

*Security Question 1:

*Answer 1:

*Security Question 2:

*Answer 2:

Quick Help

[Help About This Page](#)

Field	Description
Login ID	Enter a new Login ID that will be assigned to the Designee.
Password	Enter a new password that will be assigned to the Designee.
Re-enter Password	Enter the new password a second time for verification purposes.
Security Question 1	Click the drop-down arrow to view the list of security question. Select one question to answer.
Answer 1	Enter your answer to the security question. Make sure to remember this answer.
Security Question 2	Click the drop-down arrow to view the list of security question. Select one question to answer.
Answer 2	Enter your answer to the security question. Make sure to remember this answer.
Command Buttons	
Previous	Click to return to the <i>Designee Personal Information</i> page.
Continue	Click to save changes and continue to the next page.

9. The *Designee Summary* page is displayed. This page provides a summary of all the information you have entered.

To make any corrections, click the **Edit** button next to the proper section to return to that section. Once all corrections have been made, click **Continue** at the bottom of that page.

The Designee Login Information page is displayed again. You must enter and re-enter the Designee's assigned password. Then, click **Continue** to navigate back to the *Designee Summary* page.

To change the Login ID, click **Edit** next to the Login ID field. You will be returned to the *Designee Login Information* page. You can change the Login ID in the field provided. You will need to enter and re-enter the password in the fields. Then, click **Continue**.

After you have returned to the *Designee Summary* page, click the **Continue** button.

CMS Medicare Secondary Payer Recovery Portal

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Designee Summary

Please review your personal and login information. If you need to change the information, click the Edit button. If you are satisfied with the information click the Continue button to submit your information. Click Cancel to cancel the setup process; all data will be lost. Please print this page for your records.

Personal Information [Edit](#)

First Name: FIRST MI: M Last Name: LAST
 E-Mail: AAA@AAA.AAA
 Phone: ###-###-#### ext. ##

Login ID [Edit](#)

Login ID: AA####

Mailing Address

Address Line 1: AAAAAAAAAA
 Address Line 2: AAAAAAAAAA
 City: AAAAAAAAAA
 State: AAAAAAAAAA
 Zip Code: #####

[Print this page](#)

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10. The *Thank You* page is displayed. You have successfully completed the Designee registration and activation process. Click **Exit**. You will return to the *Welcome to the MSPRP* page where you can log back into the portal. The Designee can now login using the credentials you just set up.



The screenshot shows the Medicare Secondary Payer Recovery Portal (MSPRP) interface. At the top, there is a blue header with the CMS logo on the left and the text 'Medicare Secondary Payer Recovery Portal' in the center. To the right of the header is a photo of a smiling couple. Below the header is a green navigation bar with links: 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. The main content area has a light orange background. It features a 'Designee Thank You' section with a message about successful registration and a 'Next Steps' section with instructions on how to return to the portal and a link to the welcome page. A green 'Exit' button is located at the bottom of the main content area. On the right side, there is a 'Quick Help' box with a link to 'Help About This Page'. At the bottom of the page, there is a blue footer with links to 'Privacy Policy' and 'User Agreement'.

Designee Thank You

You have successfully completed registration for the Medicare Secondary Payer Recovery Portal and established yourself as a Designee for the Account ID. Please print this page for your records.

Next Steps

You may now return to the Medicare Secondary Payer Recovery Portal welcome page, login using the Login ID and Password you just created to access accounts associated with your ID.

You can visit the Medicare Secondary Payer Recovery Portal Welcome Page at <https://qua.oob.cms.hhs.gov/MSPRP/> or click the Exit button below.

Exit 

Quick Help

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Account Designee Login

1. Account Designees can login to the MSPRP site through the *Welcome to the MSPRP* page. Enter your Login ID in the **User Name** field and your Password in the **Password** field. Then, click **Login**.

The screenshot shows the Medicare Secondary Payer Recovery Portal (MSPRP) login page. The header features the CMS logo and the title "Medicare Secondary Payer Recovery Portal" with a "Skip Navigation" link. A green navigation bar contains links for Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. The main content area is divided into two columns. The left column, titled "Welcome to the MSPRP", contains a paragraph about the portal's purpose, a "Getting Started" section with instructions for Medicare Beneficiaries, and two orange buttons: "New Registration" (labeled STEP 1) and "Account Setup" (labeled STEP 2, with a note "(Account ID and PIN required)"). The right column, titled "Sign in to your account", contains a "User Name:" field with a "Forgot ID" link, a "Password:" field with a "Forgot Password" link, and "Login" and "Clear" buttons. The footer includes links for "Privacy Policy" and "User Agreement".

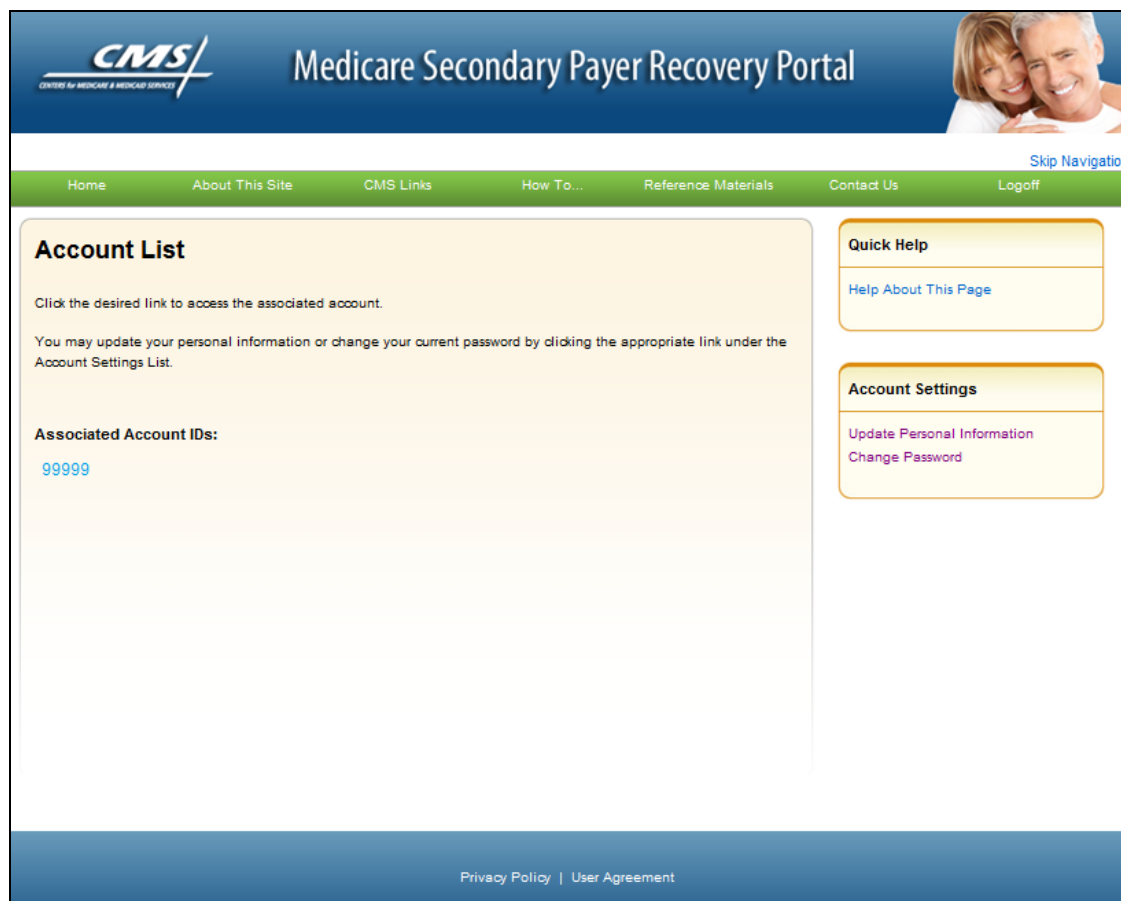
2. The *Account List* page displays. You are now logged in to the MSPRP system.

The *Account List* page is the Account Designee's home page. This page functions as the main processing page to initiate any MSPRP functions available to you as the Designee. Here you can view information using the following options:

- Associated Account ID
- Update Personal Information
- Change Password
- Request Case Access
- Case Listings
- View Account Activity
- Help About This Page

3. Click the necessary Associated Account ID from the *Account List* home page to Request Case Access and Case Listing information for the selected account, for example: click **99999**. The *Welcome!* Page is displayed.

Note: To view or update Account Settings, click **Update Personal Information** or **Change Password**. Refer to the appropriate sections below to continue this process.



Request Case Access

The *Welcome!* Page is displayed. The Account Representative's name and associated Account ID are displayed. As the Designee, you are allowed to view information about cases associated with the Account Representatives account ID.

This page allows you to select: Request Case Access, Case Listings, View Account Activity, and Help About This Page.

1. The Request Case Access link will allow you to add a new case to this MSPRP account. Click **Request Case Access**.



2. The *New Case Request* page is displayed.

Continue to the *New Case Request* section in Chapter 10: Request Case Access, to proceed with requesting case access.

View Account Activity

Click **View Activity Account** from the “Account Settings” box. This page allows you view account activity. Refer to the “View Account Activity” section in Chapter 7: Accounts Settings for Account Manager.

Case Listing

The Case Listing link will allow you to retrieve and manage submitted case requests.

1. From the *Welcome!* page, click **Case Listing**. The *Case Listing* page is displayed. Here you can see the list of recovery Case IDs available to you. You can search for a case ID by entering information into one or more fields. Click **Search** to find the specified case.

Or, click **Cancel** to return to the *Account List* page.

The screenshot shows the Medicare Secondary Payer Recovery Portal. The header includes the CMS logo and the text "Medicare Secondary Payer Recovery Portal". A navigation bar contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. The main content area is titled "Case Listing" and includes a "Print this page" icon. It states that the following are case inquiries associated with Account ID: 31036. Instructions are provided for viewing case details and managing Designee access. A search section contains input fields for ReMAS Case ID, Beneficiary HICN, and Beneficiary SSN, with a "Search" button. A note indicates that selecting "Cancel" will return to the Home Page. Below the search section is a table titled "Cases" with columns: ReMas Case ID, Bene Last Name, Bene HICN/SSN, Bene Date of Birth, and Case Access. The table lists two cases with masked information. A "Cancel" button is at the bottom left. A "Quick Help" sidebar on the right contains a "Help About This Page" link. The footer includes "Privacy Policy | User Agreement".

Case Listing

The following are the case inquiries associated to Account ID: 31036

To view case detail information, click the case number. To manage Designee access to the case, click on the Manage Access link.

To perform a search, enter the search criteria and click the search button.

ReMAS Case ID:

Beneficiary HICN: OR

Beneficiary SSN: - -

Selecting **Cancel** will return to the Home Page.

Cases

ReMas Case ID	Bene Last Name	Bene HICN/SSN	Bene Date of Birth	Case Access
999999999 999	AAAA	*****###	##/##/####	
999999999 999	AAAA	*****###	##/##/####	

Quick Help

[Help About This Page](#)

Privacy Policy | User Agreement

Update Personal Information

This page allows you to update or change your personal information such as E-mail, phone number, and mailing address.

1. From the *Account List* page, click **Update Personal Information** in the “Account Settings” box. Enter the necessary changes in the provided fields. **Note:** You must re-enter the E-mail address. Then, click **Continue**.

Or, click **Cancel** to return to the *Account List* page without making any changes.

Update Personal Information

An asterisk (*) indicates a required field.

*First Name: MI: *Last Name:

*Email Address:

*Re-enter Email Address:

*Phone: () - - ext.

Mailing Address

*Address Line 1:

Address Line 2:

*City:

*State:

*Zip Code:

[Print this page](#)

[Quick Help](#)

[Help About This Page](#)

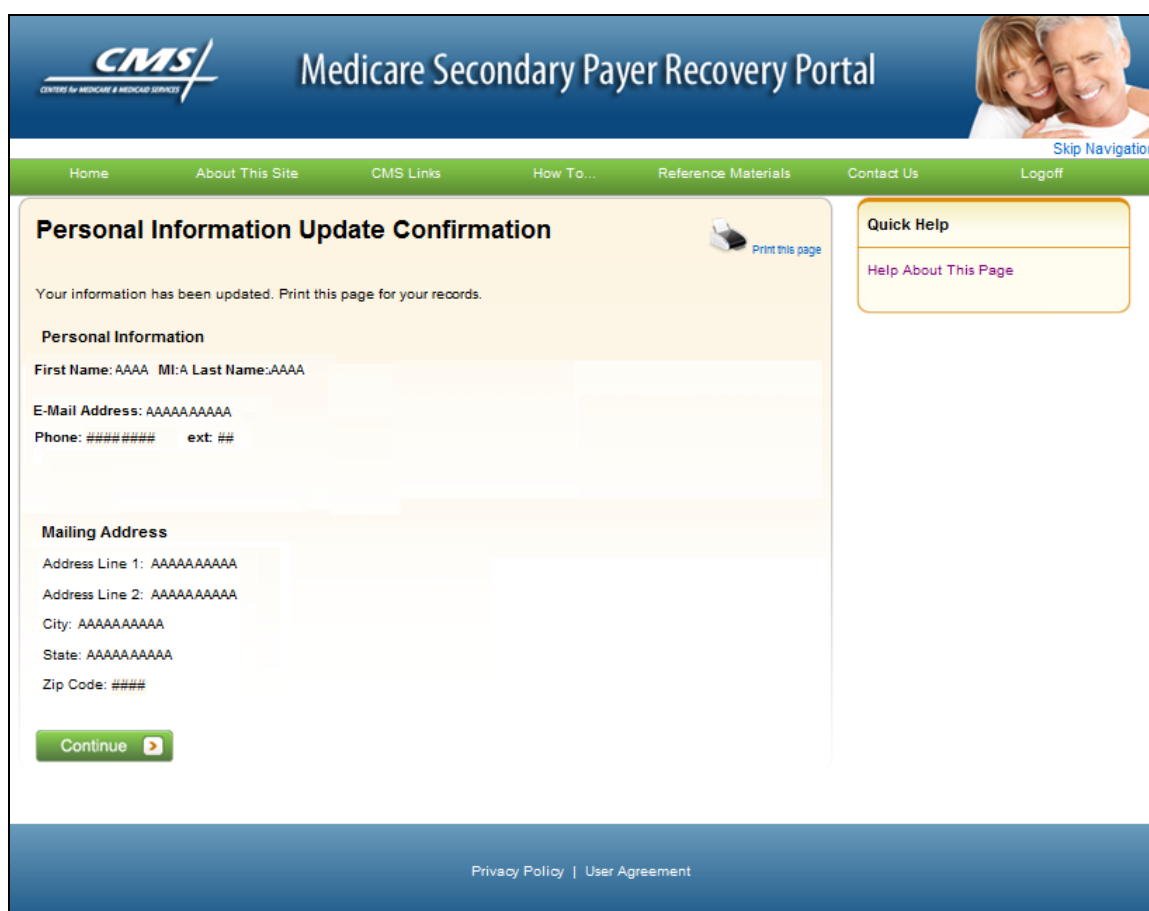
[Continue](#) [Cancel](#)

[Privacy Policy](#) | [User Agreement](#)

Field	Description
First Name	Enter your first name.
MI	Enter your middle initial (optional).
Last Name	Enter your last name.
E-mail Address	Enter your personal E-mail address.
Re-enter Email Address	Re-enter your Email Address a second time for verification purposes.
Phone	Enter your personal phone number.
Ext.	Enter the extension for your phone number (optional).

Address Line 1	Enter the first line of the company's mailing address.
Address Line 2	Enter the second line of the company's mailing address (optional).
City	Enter the city where the company is located.
State	Select the state where the company is located from the drop-down list. Note: To quickly select a state, type the first letter to scroll to the desired state.
Zip Code	Enter the company's Zip Code (required) plus 4-digit Zip-code suffix (optional).
Command Buttons	
Continue	Click to save changes and continue to the next page.
Cancel	Click to return to the previous page.

2. The *Personal Information Update Confirmation* page is displayed. You can print this page using the **Print this page** link. Or, click **Continue**. The *Account List* page is displayed again.



The screenshot shows the Medicare Secondary Payer Recovery Portal. The header includes the CMS logo and the title "Medicare Secondary Payer Recovery Portal". A navigation bar at the top contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. The main content area is titled "Personal Information Update Confirmation" and includes a "Print this page" icon. Below the title, a message states: "Your information has been updated. Print this page for your records." The page is divided into two sections: "Personal Information" and "Mailing Address". The "Personal Information" section displays: First Name: AAAA, MI: A, Last Name: AAAA, E-Mail Address: AAAAAAAAAA, Phone: #####, and ext: ##. The "Mailing Address" section displays: Address Line 1: AAAAAAAAAA, Address Line 2: AAAAAAAAAA, City: AAAAAAAAAA, State: AAAAAAAAAA, and Zip Code: ####. A green "Continue" button with a right arrow is located at the bottom of the form. A "Quick Help" box on the right contains a link to "Help About This Page". The footer of the page includes links for "Privacy Policy" and "User Agreement".

Change Password

Click **Change Password** from the “Account Settings” box. This page allows you change your login password. Refer to the “Change Password” section in Chapter 7: Accounts Settings for Account Managers.

Chapter 9: Beneficiary Login to MSPRP

Beneficiaries will access the Medicare Secondary Payer Portal (MSPRP) through the MyMedicare Web site at <https://mymedicare.gov/>.

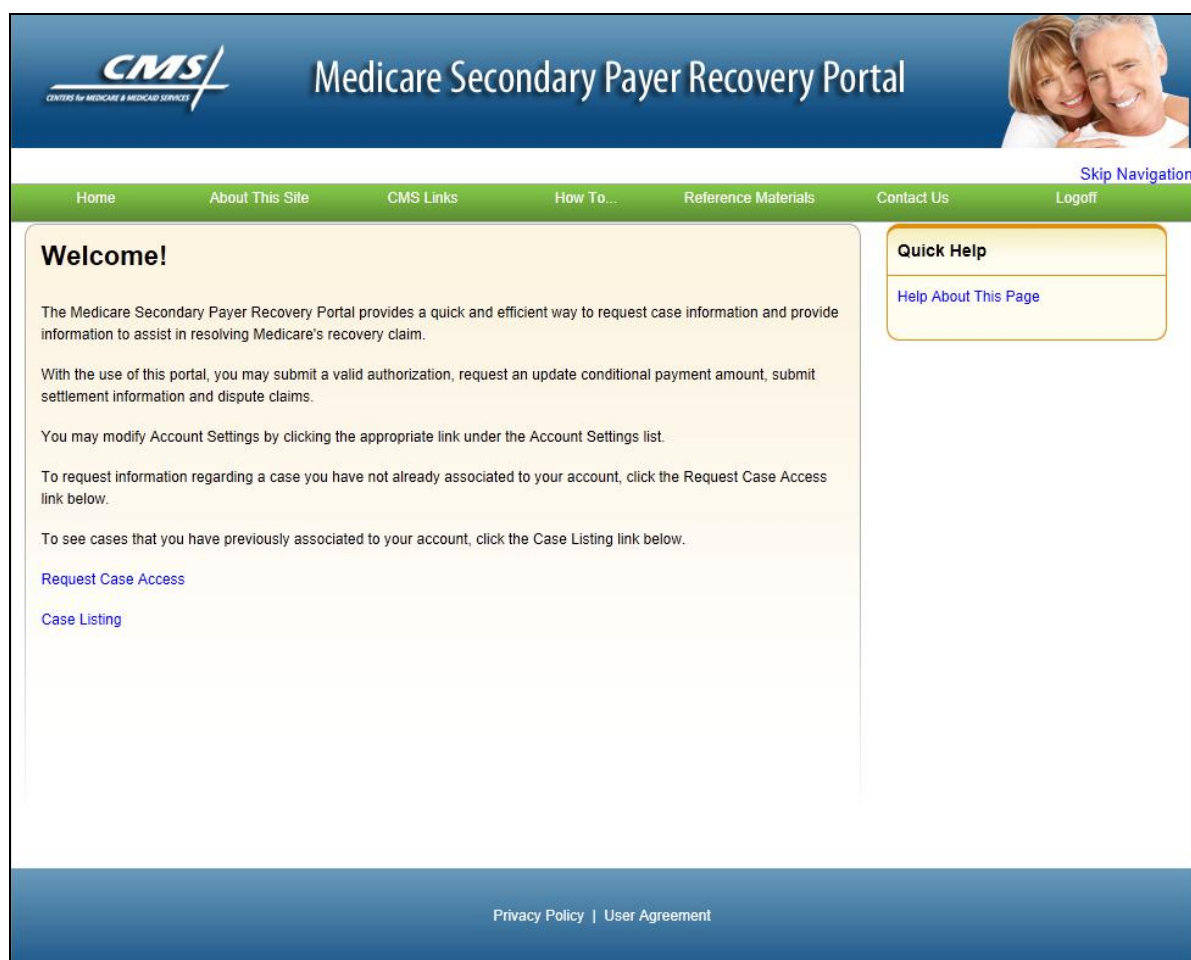
MyMedicare allows the Beneficiary to access the MSPRP in two different ways.

- If the Beneficiary clicks the **Go to MSPRP** button on the Medicare page, the *MSPRP Welcome!* page is displayed. Proceed to the *Login through MyMedicare “Go To MSPRP” Button* section below.
- If the Beneficiary clicks on a Case ID in the “Payment Details” box on the MyMedicare page, the *MSPRP Case Information* page will be displayed with the specific case details. Proceed to the *Login through MyMedicare Case ID* section below.

Login through MyMedicare “Go To MSPRP” Button

The *Welcome!* page is displayed. The Beneficiary will be able to access the following links: Request Case Access, Case Listing, and Help About This Page. The Beneficiary can access case information using either of the two links: Request Case Access or Case Listing.

- To search for a case using the recovery Case ID number, click **Request Case Access**. The *New Case Request* page is displayed. Proceed to Chapter 10: Request Case Access to continue with the “New Case Request” section.
- To view the list of recovery Case IDs available to you, click **Case Listing**. The *Case Listing* page is displayed. Here you can see the list of recovery Case IDs available to you. You can search for a case ID by entering information into one or more fields. Proceed to Chapter 10: Request Case Access to continue with the “Case Listing” section.



Login through MyMedicare Case ID

MSPRP Case Information Page

This page provides details about the case such as case ID, type, status, beneficiary information, letter mail date, current conditional payment amount, and demand letter date.

This page allows you to request information, add to the list of authorized people who can view or request information about the case (Proof of Representation (POR) or Consent to Release (COR)), request an update on the conditional payment amount, request another copy of the conditional payment letter that you received before, and view and dispute claims.

For a description of the case actions that can be performed using the Case Information page, see the tables below. Or, refer to the *Help About This Page (Case Information)* section in Chapter 10: Request Case Access.

1. The *Case Information* page is displayed. Select the necessary option from the list of actions. Then, click **Continue**.

The screenshot shows the Medicare Secondary Payer Recovery Portal. The header includes the CMS logo and the title "Medicare Secondary Payer Recovery Portal". A navigation bar contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. A "Skip Navigation" link is also present. The main content area is titled "Case Information" and displays the following details:

- Case ID: 99999 99999 99999
- Case Type: Liability
- Case Status: OPEN [What is this?](#)
- Beneficiary Medicare Number: 99999
- Beneficiary DOB: 99/99/9999
- Beneficiary Last Name: A A A A
- Demand Letter Mail Date:
- Demand Amount: \$0.00
- Rights and Responsibilities Letter Mail Date:
- Conditional Payment Letter Mail Date:
- Current Conditional Payment Amount: \$999.99
- Conditional Payment Amount was updated on: 99/99/9999

Below the details, a message states: "Please select an action from the following list, if the option is disabled it may not be available for the case at this time:"

- ☐ Request an update to the conditional payment amount [What is this?](#)
- ☐ Request a copy of the conditional payment letter [What is this?](#)
- ☐ View/Dispute Claims Listing [What is this?](#)
- ☐ Provide the Notice of Settlement Information

At the bottom of the form are two buttons: "Continue" (green) and "Cancel" (grey).

A "Quick Help" box on the right contains the link [Help About This Page](#).

The footer of the page includes links for "Privacy Policy" and "User Agreement".

Field	Description
Case ID	The beneficiary case ID is displayed.
Case Type	The type of case is displayed.

Case Status	The status of the case is displayed. There are 7 different status types: In Development, Open, Claim Retrieval, Demand, Bill Issued, and Closed. For more information, refer to the section "Help About This Page (Case Information)" below.
Rights and Responsibilities Letter Mail Date	The date the Rights and Responsibilities was sent out, is displayed.
Beneficiary Medicare Number	Beneficiary Medicare number.
Beneficiary DOB	Beneficiary date of birth.
Beneficiary Last Name	Beneficiary last name.
Conditional Payment Letter Mail Date	Date that the conditional payment letter was sent out to the requestor.
Current Conditional Payment Amount	The current conditional payment amount that the debtor owes. Note: You can request an Update to the conditional payment amount so the most recent amount is displayed on the screen.
Conditional Payment Amount was updated on	Last date the conditional payment amount was updated.
Authorization Level	There are two types of authorization levels: Proof of Representation (POR) and Consent to Release (CTR) . For more information, refer to the section "Help About This Page (Case Information)" below.
Authorization Status	This field describes the status of your authorization level. There are 3 status types available: Verified, Unverified, and Invalid. For more information, refer to the section "Help About This Page (Case Information)" below.
Demand Letter Mail Date	Date that the demand letter was sent out to the debtor.
Demand Amount	Full amount owed by the debtor.

Requesting Case Information Table

You can select an option from the following list. If the option is not active, it may not be available for this case.

Action	Description
Request an update to the conditional payment amount	This action allows you to request the most current information about your conditional payment amount. You must request that your account be updated. This process will retrieve all additional medical claims and determine what should or should not be associated to the case.
Request a copy of the conditional payment letter	This action allows you to submit a request for a <u>copy</u> of the original Conditional Payment Letter that was sent out, with the current conditional payment amount as displayed on the case information screen.
View/Dispute Claims Listing	This action allows you to see a list of all medical claims associated with the case.
Provide the Notice of Settlement Information	This action allows you to enter settlement payment amount, fixed percentage options.

Request an Update to the Conditional Payment Amount

Selecting this option will allow you to request current information about conditional payment amount. You must request that your account be updated to receive/view the most current information for this claim. Refer to Chapter 10: Request Case Access, Request an update to the conditional payment amount section. The section in Chapter 10 provides the steps to complete this action.

The screenshot shows the 'Case Information' page of the Medicare Secondary Payer Recovery Portal. The header includes the CMS logo and the portal name. A navigation bar at the top contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. A 'Skip Navigation' link is also present. The main content area is divided into two columns. The left column displays case details: Case ID (masked), Case Type (Automobile No-Fault), Case Status (OPEN), Beneficiary Medicare Number (masked), Beneficiary DOB (masked), Beneficiary Last Name (AAAA), Authorization Level (AAAA), and Authorization Status (AAAA). The right column displays dates and amounts: Rights and Responsibilities Letter Mail Date (masked), Conditional Payment Letter Mail Date, Current Conditional Payment Amount (\$0.00), Conditional Payment Amount was updated on (masked), Demand Letter Mail Date, and Demand Amount (\$0.00). Below this information is a list of actions with radio buttons: View/Request Authorizations, Request an update to the conditional payment amount (selected), Request a copy of the conditional payment letter, View/Dispute Claims Listing, and Provide the Notice of Settlement Information. Each action has a 'What is this?' link. At the bottom of the list are 'Continue' and 'Cancel' buttons. A 'Quick Help' box on the right contains a 'Help About This Page' link. The footer includes 'Privacy Policy' and 'User Agreement' links.

Request a Copy of the Conditional Payment Letter

Selecting this option allows you to submit a request for a copy of the Conditional Payment Letter with the current conditional payment amount as displayed on the case information screen. Refer to Chapter 10: Request Case Access, Request a copy of the conditional payment letter section. The section in Chapter 10 provides the steps to complete this action.

The screenshot shows the 'Conditional Payment Request Confirmation Page' of the Medicare Secondary Payer Recovery Portal. The header and navigation bar are identical to the previous screenshot. The main content area displays the following information: Case ID (masked), Beneficiary Last Name (AAAA), and Beneficiary HICN (masked). A message states: 'You have successfully requested an update to the conditional payment amount. This request could take 3 to 5 days to complete. Please login to the MSPRP Web site to verify that the conditional payment amount has been updated. No letter will be mailed.' Below the message is a 'Continue' button. A 'Quick Help' box on the right contains a 'Help About This Page' link. The footer includes 'Privacy Policy' and 'User Agreement' links.

View/Dispute Claims Listing (Beneficiary)

Selecting this option allows you to see the list of medical claims associated with the case. The claims may also be found on a Payment Summary Form included with the Conditional Payment Letter. This listing may differ from the last issued Payment Summary Form if there has been any recent case activity between the date of the Payment Summary Form and the current date.

This page allows the Beneficiary to view information about the claims. (This page is different for Account Managers where only a few fields are displayed. For information about Account Managers accessing the View/Dispute Claims Listing option, refer to Chapter 10: Request Case Access.)

1. Select the **View/Dispute Claims Listing** option. The *Claims Listing* page is displayed. The list of claims associated with the Case ID is displayed. You can print out the list by clicking **Print this page**.

You can dispute claims by selecting the check box next to the Claim Control ID number. Then, click **Continue**.

Claims Listing

The following are the claims associated to Case ID: **99999 99999 99999**

These claims may also be found on a Payment Summary Form included with the Conditional Payment Letter. This listing may differ from the last issued Payment Summary Form if there has been any recent case activity between the date of the Payment Summary Form and the current date. Examples of recent case activity include claim disputes or requests for updated conditional payment amounts.

If you believe any of the claims listed on this screen are unrelated to the case, you may request the claims be removed by submitting a dispute below.

To select a claim for dispute, click the checkbox to the left of the claim number. When all disputed claims have been marked, click the **Continue** button. The next screen will allow you to verify the claims you have disputed and provide any supporting documentation.

Click **Previous** will return you to the Case Information page, your dispute selections will be lost. Click **Cancel** will return you to the Home Page.

Note: If the checkbox next to the claim number is disabled, the claim may not be disputed.

Dispute	TOS	Claim Control ID (ICN)	Line Number	Processing Contractor	Provider Name	Diagnosis Codes	From Date	To Date	Total Charges
☐	71	99999 99999	1	000000591	AAA, AAAA	99999	10/16/2002	10/16/2002	\$70.00
☐	71	99999 99999	1	000000591	AAA, AAAA	99999 99999	10/16/2002	10/16/2002	\$95.00
☐	71	99999 99999	1	000000591	AAA, AAAA	99999	10/28/2002	10/28/2002	\$85.00

Field	Description
Dispute	Select the checkbox next to the Claim Control ID number that you want to dispute.
TOS	Type of Service that was entered on the claim when submitted (Inpatient, Outpatient, etc.).
Claim Control ID (ICN)	Identification number associated with the submitted claim.
Line Number	For Part A (Institutional claims) this number will always be "0". For Part B, this number indicates one or more services that were billed on a single claim per Date of Service.
Processing Contractor	Identification Number of the Medicare claims contractor who processed the claim for payment.
Provider Name	Name of the Institutional or Individual Provider that submitted the claim for the service.
Diagnosis Codes	ICD9/10 Diagnosis codes associated with the claim that describes the nature of injury/illness.
From Date	Beginning date of the Date Of Service for the claim.
To Date	End date of the Date of Service for the claim.
Total Charges	Total charges submitted by the Provider for the claim.
Reimbursed Amount	Amount reimbursed to the Provider for the claim.
Conditional Payment	The amount conditionally due by the debtor.
Command Buttons	
Previous	Click to return to the <i>Case Information</i> page. Your dispute selections will not be saved.
Continue	Click to save changes and continue to the next page.
Cancel	Click to return to the home page.

- The *Claims Dispute Verification* page is displayed.

- If necessary, you can enter a statement about why you are disputing the claim in the provided “Supporting Information & Documentation” text box. You can enter up to 500 characters in this box.

Additionally, you can upload supporting documents for the disputed claim by clicking the **Upload Documentation** link. **Note:** The document must be in Adobe Acrobat (.pdf) format. Then, click **Continue**.

If you DO NOT need to upload additional documentation, click **Continue**. The *Claims Dispute Confirmation* page is displayed.

The screenshot shows the 'Claims Dispute Verification' page. At the top is a green navigation bar with links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. The main content area has a title 'Claims Dispute Verification' and a 'Print this page' icon. Below the title, a message states: 'Below is a list of claims associated to Case ID: 99999 99999 99999 you have selected for dispute, please review for accuracy. To revise your selection click the Previous button.' A table titled 'Claims Disputed' follows, with columns: Claim Control ID (ICN), Line Number, Total Charges, Reimbursed Amount, and Conditional Payment. The table contains two rows of data. Below the table is a section for 'Supporting Information & Documentation' with a text box for a description and a 500-character limit note. An 'Upload Documentation' link with a paperclip icon is present. Below that, a list of documents to be submitted is shown, including 'AAAA.PDF' with a 'Delete' link. At the bottom, instructions for 'Continue', 'Previous', and 'Cancel' buttons are provided. A footer bar contains links for 'Privacy Policy' and 'User Agreement'.

Claim Control ID (ICN)	Line Number	Total Charges	Reimbursed Amount	Conditional Payment
*****9999999	1	\$205.00	\$77.05	\$77.05
*****9999999	2	\$165.00	\$56.09	\$56.09

Supporting Information & Documentation:

Please provide a brief description of the injury and explanation for any claims you disputed as unrelated to the case. If you have more than one explanation, please provide the date range for each explanation. (Example: Claims with the dates between January 1, 2010 and September 13, 2010 were for back surgery but this case is for a sprained knee.)

Enter text here

Please note Supporting Information Notes cannot exceed 500 characters

For disputes that require additional information, please upload supporting documentation. (Examples of when supporting documentation should be uploaded include: providing clarification of incident related injuries, proving a pre-existing condition, or establishing incident end date of treatment.)

[Upload Documentation](#)

To upload supporting documentation, please click here

Below is a list of documents to be submitted for the case. If you'd like to delete a document from the list, click the **Delete** link to the right of the document name.

* AAAA.PDF [Delete](#)

Select **Continue** to confirm submission of the dispute and to submit any provided documents to CMS. Selecting **Previous** will return you to the View / Dispute Claims Listing page.

Selecting **Cancel** will return you to the Case Information page, all changes will be lost and the documents will not be submitted to the MSPRC.

[Previous](#) [Continue](#) [Cancel](#)

[Privacy Policy](#) | [User Agreement](#)

4. If you clicked **Upload Documentation**, the *Dispute Claims Documentation Upload* page is displayed.
5. Click **Browse** to locate the document you want to upload. **Note:** The document must be in Adobe Acrobat (.pdf) format. Then, click **Continue**. The *Claims Dispute Verification* page is displayed again.

The screenshot shows the 'Dispute Claims Documentation Upload' page of the Medicare Secondary Payer Recovery Portal. The page has a blue header with the CMS logo and the portal title. A green navigation bar contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. The main content area is white with a yellow border. It contains instructions: 'Please click browse to find the document.' and 'The document must be in .PDF format and the size limit is 40 MB (megabyte) per document for attachments.' Below this, it says 'Selecting Continue will upload the documents. Selecting Cancel will return you to the View / Dispute Claims Listing page and documents will not be uploaded.' There are five 'Browse...' buttons arranged in a column. At the bottom of the main area are 'Continue' and 'Cancel' buttons. A 'Quick Help' box on the right contains a 'Help about this page' link. A 'Print this page' link is also present. The footer is blue and contains links for 'Privacy Policy' and 'User Agreement'.

Dispute Claims Documentation Upload

Please click browse to find the document.

The document must be in .PDF format and the size limit is 40 MB (megabyte) per document for attachments.

Selecting **Continue** will upload the documents. Selecting **Cancel** will return you to the View / Dispute Claims Listing page and documents will not be uploaded.

[Print this page](#)

[Help about this page](#)

[Continue](#) [Cancel](#)

[Privacy Policy](#) | [User Agreement](#)

6. The *Claims Dispute Verification* page is displayed and the document you uploaded is listed. **Note:** To delete uploaded documents, click on the **x** next to the document name. The document will be removed from the supporting documentation list. Click **Continue** to confirm submission. The *Claims Dispute Confirmation* page is displayed again.

The screenshot shows the 'Claims Dispute Confirmation' page of the Medicare Secondary Payer Recovery Portal. The page has a blue header with the CMS logo and the portal title. A green navigation bar contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. The main content area is white and contains the following information:

Claims Dispute Confirmation [Print this page](#)

You have successfully submitted the claims listed below for dispute associated to Case ID: 20110 00000 00000

Click **Continue** will return you to the Case Information page.

Claims Disputed

Claim Control ID (ICN)	Line Number	Total Charges	Reimbursed Amount	Conditional Payment
*****9999999	1	\$205.00	\$77.05	\$77.05
*****9999999	2	\$165.00	\$56.09	\$56.09

You have successfully submitted the following documentation for the case listed above:

testpdf123.pdf

Click **Continue** will return you to the Case Information page.

[Continue](#)

Quick Help
[Help About This Page](#)

Privacy Policy | User Agreement

7. Click **Continue** to return to the *Case Information* page. You will be able to dispute another claim.

Provide the Notice of Settlement Information

This page allows you to enter Notice of Settlement information, upload supporting documentation for a settlement, or elect the Fixed Percentage option. Completion of this page will result in the issuance of a demand bill.

Refer to Chapter 10: Request Case Access, Provide the Notice of Settlement Information section. The section in Chapter 10 provides the steps to complete this action.

CMS Medicare Secondary Payer Recovery Portal

Home About This Site CMS Links How To... Reference Materials Contact Us Logoff

Settlement Information [Print this page](#)

This page allows you to enter Notice of Settlement information, upload Notice of Settlement documentation, or elect the Fixed Percentage Option. Completion of this page will result in the issuance of a demand/bill. Note: If you believe any of the claims listing on the Claims Listing Page are unrelated to the case, click Cancel and select the View / Dispute Claims Listing option to submit a dispute. Please do not submit a dispute as part of the settlement documentation.

An asterisk (*) indicates a required field.

***Injury Type:**
☒ Traumatic Injury (e.g. Slip and Fall or Auto Accident)
☐ Non-traumatic Injury (e.g. Alleged injury resulting from exposure, implantation, or ingestion of a substance.)

***Settlement Amount:** . (0.00 - 999,999,999.00)

***Settlement Date:** / / (MM/DD/CCYY)

Settlement Details

Please choose one of the following options:

Note: If nothing is entered, this request will be processed without Attorney Fees.

☒ None
☐ Attorney Fees [What are Attorney Fees?](#)

Attorney Fees: . (0.00 - 999,999,999.00)
 Attorney Expenses: . (0.00 - 999,999,999.00)

☐ Attorney Fee Percentage %

☐ Fixed Percentage Option [What is Fixed Percentage Option?](#)

Exclusions

MED/PIP/Other Exclusions: . (0.00 - 999,999,999.00) [What are Exclusions?](#)

☒ I attest that the settlement information provided above is correct.

Official Settlement Documentation (court documents) is not required unless needed to resolve relatedness issues on conditional payments made. In certain situations, CMS may require a detailed breakdown of attorney fees and expenses to be provided/uploaded.

[Upload Documentation](#)

To upload supporting documentation, please click here

Note: Please submit settlement related documentation only. Any other documents submitted will not be reviewed.

Below is a list of documents to be submitted for the case. If you'd like to delete a document from the list, click the Delete link to the right of the document name.

• AAAA.PDF [Delete](#)

Selecting Continue will submit the files to CMS. Selecting Cancel will return you to the Case Information page, the files will not be submitted to CMS.

[Continue](#) [Cancel](#)

[Privacy Policy](#) | [User Agreement](#)

Chapter 10: Request Case Access

Request Case Access

Corporate and Representative Account Managers can access the “Request Case Access” link on the portal.

1. Login to the MSPRP site through the *Welcome to the MSPRP* page.



The screenshot shows the Medicare Secondary Payer Recovery Portal (MSPRP) homepage. The header features the CMS logo and the title "Medicare Secondary Payer Recovery Portal" with a "Skip Navigation" link. A green navigation bar contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. The main content area is titled "Welcome to the MSPRP" and includes a brief description of the portal's purpose. Below this, a "Getting Started" section provides instructions for Medicare Beneficiaries and a link to the MyMedicare.gov website. Two orange buttons are displayed: "New Registration" (labeled STEP 1) and "Account Setup" (labeled STEP 2, with a note "(Account ID and PIN required)"). On the right side, there is a "Sign in to your account" box with fields for "User Name:" and "Password:", each with a "Forgot" link. At the bottom of this box are "Login" and "Clear" buttons. The footer contains links for "Privacy Policy" and "User Agreement".

2. Enter your Login ID in the **User Name** field and your Password in the **Password** field. Then, click **Login**.
3. The *Welcome!* page displays. This page functions as the main processing page to initiate any MSPRP functions.

- Click **Request Case Access**. The *New Case Request* page is displayed.



New Case Request

This page verifies that you have access to a specific recovery case. You will need to enter the recovery Case ID and beneficiary information.

5. Enter the requested information, and then click **Continue**.

Field	Description
ReMas Case ID	Enter the recovery case identification number.
Beneficiary HICN	Enter the Medicare number for the beneficiary on the case, as entered when the case was created.
Beneficiary SSN	Enter the social security number for the beneficiary on the case, as entered when the case was created.
Last Name	Enter the beneficiary's last name.
Beneficiary's Date of Birth	Enter the beneficiary's date of birth.
Command Buttons	
Continue	Click to save changes and continue to the next page.
Cancel	Click to exit this page and return to the <i>Welcome!</i> page without making any requests.

The *Case Information* page is displayed.

Case Information

This page provides details about the case such as case ID, type, status, beneficiary information, letter mail date, current conditional payment amount, and demand letter date.

This page allows you to request information, add to the list of authorized people who can view or request information about the case (Proof of Representation (POR) or Consent to Release (COR)), request an update on the conditional payment amount, request another copy of the conditional payment letter that you received before, view and dispute claims, and view and update settlement information.

For a description of the case actions that can be performed using the Case Information page, see the tables below. Or, refer to the *Help About This Page (Case Information)* section below.

6. Select the necessary option from the list to view or request case information.

Case Information

Case ID: #####
Case Type: Automobile No-Fault
Case Status: OPEN [What is this?](#)

Beneficiary Medicare Number: #####
Beneficiary DOB: ##/##/####
Beneficiary Last Name: AAAA

Authorization Level:
Authorization Status:

Rights and Responsibilities Letter Mail Date: ##/##/####

Conditional Payment Letter Mail Date:
Current Conditional Payment Amount: \$0.00
Conditional Payment Amount was updated on: ##/##/####

Demand Letter Mail Date:
Demand Amount: \$0.00

Please select an action from the following list, if the option is disabled it may not be available for the case at this time:

- ☐ View/Request Authorizations (Proof of Representation or Consent to Release)
- ☐ Request an update to the conditional payment amount [What is this?](#)
- ☐ Request a copy of the conditional payment letter [What is this?](#)
- ☐ View/Dispute Claims Listing [What is this?](#)
- ☐ Provide the Notice of Settlement Information

[Continue](#) [Cancel](#)

[Quick Help](#)
[Help About This Page](#)

[Privacy Policy](#) | [User Agreement](#)

Field	Description
Case ID	The beneficiary case ID is displayed.
Case Type	The type of case is displayed.
Case Status	The status of the case is displayed. There are 7 different status types: In Development, Open, Claim Retrieval, Demand, Bill Issued, and Closed. For more information, refer to the section "Help About This Page (Case Information)" below.

Rights and Responsibilities Letter Mail Date	The date the Rights and Responsibilities was sent out, is displayed.
Beneficiary Medicare Number	Beneficiary Medicare number.
Beneficiary DOB	Beneficiary date of birth.
Beneficiary Last Name	Beneficiary last name.
Conditional Payment Letter Mail Date	Date that the conditional payment letter was sent out to the requestor.
Current Conditional Payment Amount	The current conditional payment amount that the debtor owes. Note: You can request an Update to the conditional payment amount so the most recent amount is displayed on the screen.
Conditional Payment Amount was updated on	Last date the conditional payment amount was updated.
Authorization Level	There are two types of authorization levels: Proof of Representation (POR) and Consent to Release (CTR) . For more information, refer to the section "Help About This Page (Case Information)" below.
Authorization Status	This field describes the status of your authorization level. There are 3 status types available: Verified, Unverified, and Invalid. For more information, refer to the section "Help About This Page (Case Information)" below.
Demand Letter Mail Date	Date that the demand letter was sent out to the debtor.
Demand Amount	Full amount owed by the debtor.

Requesting Case Information Table

You can select an option from the following list. If the option is not active, it may not be available for this case.

Action	Description
View/Request Authorizations	This action allows you to see the list of authorizations currently on file that are associated with the case. You will be able to submit new authorizations and upload supporting documentation
Request an update to the conditional payment amount	This action allows you to request the most current information about your conditional payment amount. You must request that your account be updated. This process will retrieve all additional medical claims and determine what should or should not be associated to the case.
Request a copy of the conditional payment letter	This action allows you to submit a request for a <u>copy</u> of the original Conditional Payment Letter that was sent out, with the current conditional payment amount as displayed on the case information screen.
View/Dispute Claims Listing	This action allows you to see a list of all medical claims associated with the case.
Provide the Notice of Settlement Information	This action allows you to enter settlement payment amount, fixed percentage options.

Refer to the sections below for more information about the following actions: View/Request Authorizations, Request an update to the conditional payment amount, Request a copy of the conditional payment letter, View/Dispute Claims Listing, and Provide the Notice of Settlement Information.

View/Request Authorizations (Proof of Representation or Consent to Release)

Selecting this option allows you to view the list of authorizations currently on file and associated with this case. This page will allow the submission of new authorizations, and upload supporting documentation. This option is not for the Beneficiary or Debtor.

1. Click **View/Request Authorizations (Proof of Representation or Consent to Release)**. The *Authorization Documentation* page is displayed.
2. Select the authorization type: **Consent to Release** or **Proof of Representation**.
3. Then, click the drop-down arrow to select the type of representation that is authorized to have access to the case. The following options are available: Attorney, Guardian/Conservator, Power of Attorney, Individual/Other, Third Party Administrator.
4. Enter the **Start Date of Authorization**. **Note:** The authorization date must be on or before the current date.
5. Enter **End Date of Authorization**. This is an optional field and does not need to be populated.

Add any additional supporting documentation. To attach supporting documentation to this case, click the **Upload Documentation** link. The *Authorization Documentation Upload* page is displayed.




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Authorization Documentation

 [Print this page](#)

This page displays a list of authorizations currently on file that are associated with the case. This page will also allow the submission of new authorizations.

Authorizations

Authorization Type	Status What is this?	Start Date	End Date
Submit New Authorization: An asterisk (*) indicates a required field. *Select the authorization type: ☐ Consent to Release What is Consent to Release? ☐ Proof of Representation What is Proof of Representation? Please click the Help about this page link to view the descriptions of these authorization types. * Please select from one of the following which best describes the representation type: -Select- ▼ * Start Date of Authorization: / / (MM/DD/CCYY) End Date of Authorization: / / (MM/DD/CCYY) Optional *Supporting Documentation is Required. Please refer to Help About This Page to identify what documents should be submitted. Upload Documentation  To upload supporting documentation, please click here Below is a list of documents to be submitted for the case. If you'd like to delete a document from the list, click the Delete link to the right of the document name. Selecting Continue will submit the files to CMS. Selecting Cancel will return you to the Case Information page, the files will not be submitted to CMS. Continue Cancel			

[Privacy Policy](#) | [User Agreement](#)

6. From the *Authorization Documentation Upload*, click **Browse** to locate the document you want to upload. **Note:** The document must be in Adobe Acrobat (.pdf) format to upload to the system and less than or equal to 40 MB in size. Then, click **Continue**. The uploaded document will be displayed on the page. See the sample below.

The screenshot displays the Medicare Secondary Payer Recovery Portal. The header features the CMS logo and the text "Medicare Secondary Payer Recovery Portal" alongside a photo of a smiling couple. A green navigation bar contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. A "Skip Navigation" link is also present. The main content area is titled "Authorization Documentation Upload" and includes a "Print this page" icon. Instructions state: "Please type in the document name or click browse to find the document." and "The document must be in .PDF format and the size limit is 40 MB (megabyte) per document for attachments." It also notes: "Selecting Continue will upload the documents. Selecting Cancel will return you to the Authorization Documentation page and documents will not be uploaded." There are five text input fields, each with a "Browse..." button to its right. At the bottom of the form are "Continue" and "Cancel" buttons. A "Quick Help" sidebar on the right contains a "Help about this page" link. The footer includes "Privacy Policy | User Agreement".

Sample document:

Submit New Authorization:

An asterisk (*) indicates a required field.

***Select the authorization type:**

☒ Consent to Release [What is Consent to Release?](#)

☐ Proof of Representation [What is Proof of Representation?](#)

Please click the Help about this page link to view the descriptions of these authorization types.

*** Please select from one of the following which best describes the representation type:**

Attorney ▼

*** Start Date of Authorization:** / / (MM/DD/CCYY)

End Date of Authorization: / / (MM/DD/CCYY) **Optional**

***Supporting Documentation is Required. Please refer to Help About This Page to identify what documents should be submitted.**

[Upload Documentation](#) 

To upload supporting documentation, please click here

Below is a list of documents to be submitted for the case. If you'd like to delete a document from the list, click the **Delete** link to the right of the document name.

* AAAA.PDF

[Delete](#)

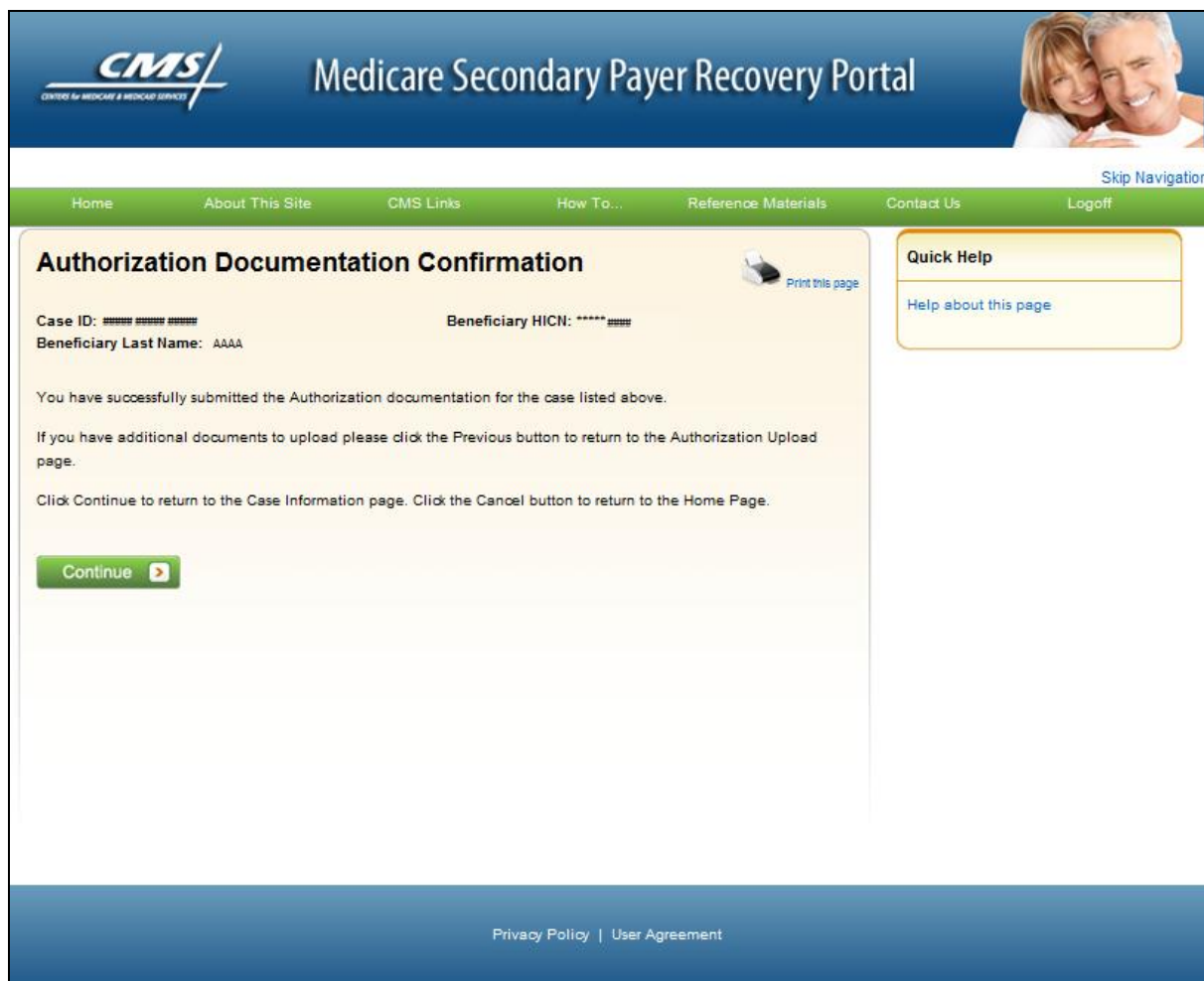
Selecting **Continue** will submit the files to CMS. Selecting **Cancel** will return you to the Case Information page, the files will not be submitted to CMS.

Continue 

Cancel 

Privacy Policy | User Agreement

- Click **Continue** at the bottom of the *Authorization Documentation* page. The *Authorization Documentation Confirmation* page is displayed.



The screenshot displays the Medicare Secondary Payer Recovery Portal. At the top, the CMS logo is on the left, and the title "Medicare Secondary Payer Recovery Portal" is in the center. To the right is a photo of a smiling couple. Below the header is a green navigation bar with links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. A "Skip Navigation" link is also present. The main content area has a yellow background and is titled "Authorization Documentation Confirmation". It shows "Case ID: *****" and "Beneficiary HICN: *****". Below this, it says "Beneficiary Last Name: AAAAA". The text confirms the submission of authorization documentation and provides instructions on how to proceed. A green "Continue" button with a right arrow is visible. On the right side, there is a "Quick Help" box with a "Help about this page" link. At the bottom of the page, there is a blue footer bar with links to "Privacy Policy" and "User Agreement".

Authorization Documentation Confirmation

Case ID: ***** Beneficiary HICN: *****

Beneficiary Last Name: AAAAA

You have successfully submitted the Authorization documentation for the case listed above.

If you have additional documents to upload please click the Previous button to return to the Authorization Upload page.

Click Continue to return to the Case Information page. Click the Cancel button to return to the Home Page.

Continue ➤

Quick Help

[Help about this page](#)

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8. Click **Continue**. You are returned to the *Case Information* page. You can select another option from this page.

CMS
CENTERS for MEDICARE & MEDICAID SERVICES

Medicare Secondary Payer Recovery Portal

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Case Information

Case ID: #####	Rights and Responsibilities Letter Mail Date: ##/##/####
Case Type: Automobile No-Fault	
Case Status: OPEN What is this?	
Beneficiary Medicare Number: *****	Conditional Payment Letter Mail Date:
Beneficiary DOB: ##/##/####	Current Conditional Payment Amount: \$0.00
Beneficiary Last Name: AAAA	Conditional Payment Amount was updated on: ##/##/####
Authorization Level: AAAA	Demand Letter Mail Date:
Authorization Status: AAAA	Demand Amount: \$0.00

Please select an action from the following list, if the option is disabled it may not be available for the case at this time:

- ☐ View/Request Authorizations (Proof of Representation or Consent to Release)
- ☐ Request an update to the conditional payment amount [What is this?](#)
- ☐ Request a copy of the conditional payment letter [What is this?](#)
- ☐ View/Dispute Claims Listing [What is this?](#)
- ☐ Provide the Notice of Settlement Information

[Continue](#) [Cancel](#)

[Privacy Policy](#) | [User Agreement](#)

9. Select another option from the list, or click **Cancel** to return to the *Welcome!* Page.

Request an Update to the Conditional Payment Amount

Selecting this option allows you to request current information about conditional payment amount. You must request that your account be updated to receive/view the most current information for this claim. This process will retrieve all additional medical claims and determine what should or should not be associated to the case. When this process is complete the Conditional Payment Amount and the Conditional Payment Calculation Date will be updated on the case information screen.

This request can take 3-5 business days. You will need to login to MSPRP again and view your account to see if the information has been updated. *No E-mail or letter will be sent.*

1. From the *Case Information* page, click Request an update to the conditional payment amount. Then, click **Continue**.



The screenshot shows the Medicare Secondary Payer Recovery Portal. The header includes the CMS logo and the title "Medicare Secondary Payer Recovery Portal". A navigation bar at the top contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. The main content area is titled "Case Information" and displays the following details:

- Case ID: #####
- Case Type: Automobile No-Fault
- Case Status: OPEN [What is this?](#)
- Beneficiary Medicare Number: *****
- Beneficiary DOB: ##/##/####
- Beneficiary Last Name: AAAA
- Authorization Level: AAAA
- Authorization Status: AAAA
- Rights and Responsibilities Letter Mail Date: ##/##/####
- Conditional Payment Letter Mail Date:
- Current Conditional Payment Amount: \$0.00
- Conditional Payment Amount was updated on: ##/##/####
- Demand Letter Mail Date:
- Demand Amount: \$0.00

Below the case information, a message states: "Please select an action from the following list, if the option is disabled it may not be available for the case at this time:"

- ☐ View/Request Authorizations (Proof of Representation or Consent to Release)
- ☐ Request an update to the conditional payment amount [What is this?](#)
- ☐ Request a copy of the conditional payment letter [What is this?](#)
- ☐ View/Dispute Claims Listing [What is this?](#)
- ☐ Provide the Notice of Settlement Information

At the bottom of the form are two buttons: "Continue" (with a right arrow icon) and "Cancel" (with a close icon).

At the bottom of the page, there are links for "Privacy Policy" and "User Agreement".

2. The *Conditional Payment Request Confirmation Page* is displayed. You can print a copy of the confirmation page by clicking the **Print this page** link at the top right of the screen. Click **Continue** to return to the *Case Information* page.



Medicare Secondary Payer Recovery Portal



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Conditional Payment Request Confirmation Page

 [Print this page](#)

Case ID: *****
Beneficiary HICN: *****
Beneficiary Last Name: AAAAA

You have successfully requested an update to the conditional payment amount. This request could take 3 to 5 days to complete. Please login to the MSPRP Web site to verify that the conditional payment amount has been updated. No letter will be mailed.

Click [Continue](#) to return to the Case Information page.

[Continue](#) 

Quick Help

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Request a Copy of the Conditional Payment Letter

Selecting this option allows you to submit a request for a copy of the Conditional Payment Letter with the current conditional payment amount as displayed on the case information screen. If you have recently requested an update to the conditional payment amount or recently disputed claims then you should wait until the current conditional payment amount is updated before requesting a copy of the conditional payment letter. Please Note: This is NOT a request for an updated conditional payment letter or amount. All authorized entities will receive a copy of the letter.

This request can take 7-10 business days. You will need to login to MSPRP again and view your account to see if the information has been updated.

1. The *Conditional Payment Request Confirmation Page* is displayed after you select the option from the *Case Information* page. Click **Continue**.

The screenshot displays the Medicare Secondary Payer Recovery Portal. The header includes the CMS logo and the text "Medicare Secondary Payer Recovery Portal". A navigation bar at the top contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. The main content area is titled "Conditional Payment Request Confirmation Page". It shows fields for Case ID, Beneficiary HICN, and Beneficiary Last Name. A message states: "You have successfully requested an update to the conditional payment amount. This request could take 3 to 5 days to complete. Please login to the MSPRP Web site to verify that the conditional payment amount has been updated. No letter will be mailed." Below this, it says "Click Continue to return to the Case Information page." and features a green "Continue" button with a right arrow. A "Quick Help" sidebar on the right contains a "Help About This Page" link. The footer includes "Privacy Policy | User Agreement".

2. The *Conditional Payment Letter Confirmation Page* is displayed.



The screenshot displays the Medicare Secondary Payer Recovery Portal. The header features the CMS logo and the portal title. A navigation bar includes links for Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logout. The main content area is titled "Conditional Payment Letter Confirmation Page" and includes a "Print this page" link. It displays the Case ID (20111 38090 01243) and Beneficiary HICN (*****6293A). A message states: "You have successfully requested the generation of the conditional payment letter. This request could take 3 to 5 days to complete." Below this, instructions read: "Click the Previous button to return to the Case Information page. Click the Continue button to return to the Home Page." A green "Continue" button is visible. A "Quick Help" sidebar on the right contains a "Help About This Page" link. The footer contains links for "Privacy Policy" and "User Agreement".

3. Click **Continue**. You will be returned to the *Case Information* page.

View/Dispute Claims Listing

Selecting this option allows you to see the list of medical claims associated with the case. The claims may also be found on a Payment Summary Form included with the Conditional Payment Letter. This listing may differ from the last issued Payment Summary Form if there has been any recent case activity between the date of the Payment Summary Form and the current date.

1. The *Claims Listing* page is displayed after you select the **View/Dispute Claims Listing** option from the *Case Information* page. The list of claims associated with the Case ID is displayed. You can print out the list by clicking **Print this page**.
2. You can dispute claims by selecting the check box next to the Claim Control ID number. Then, click **Continue**.

Claims Listing

The following are the claims associated to Case ID: 99999 99999 9999

These claims may also be found on a Payment Summary Form included with the Conditional Payment Letter. This listing may differ from the last issued Payment Summary Form if there has been any recent case activity between the date of the Payment Summary Form and the current date. Examples of recent case activity include claim disputes or requests for updated conditional payment amounts.

If you believe any of the claims listed on this screen are unrelated to the case, you may request the claims be removed by submitting a dispute below.

To select a claim for dispute, click the checkbox to the left of the claim number. When all disputed claims have been marked, click the **Continue** button. The next screen will allow you to verify the claims you have disputed and provide any supporting documentation.

Click **Previous** will return you to the Case Information page, your dispute selections will be lost. Click **Cancel** will return you to the Home Page.

Note: If the checkbox next to the claim number is disabled, the claim may not be disputed.

Dispute	Claim Control ID (ICN)	Line Number	Total Charges	Reimbursed Amount	Conditional Payment
☒	***** 99999999	1	\$205.00	\$77.05	\$77.05
☒	***** 99999999	2	\$165.00	\$56.09	\$56.09
☐	***** 99999999	3	\$40.00	\$9.94	\$9.94
☐	***** 99999999	4	\$84.00	\$26.45	\$26.45
☐	***** 99999999	1	\$1,365.00	\$327.56	\$327.56

Privacy Policy | User Agreement

3. The *Claims Dispute Verification* page is displayed. The list of claims that are being disputed is displayed. You can enter a statement about why the claims are being disputed by entering text in the “Supporting Information & Documentation” text box.

4. If necessary, upload supporting documents for the disputed claim by clicking the **Upload Documentation** link. **Note:** The document must be in Adobe Acrobat (.pdf) format.

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Claims Dispute Verification

 [Print this page](#)

Below is a list of claims associated to Case ID: 99999 99999 99999 you have selected for dispute, please review for accuracy. To revise your selection click the **Previous** button.

Claims Disputed

Claim Control ID (ICN)	Line Number	Total Charges	Reimbursed Amount	Conditional Payment
*****99999999	1	\$205.00	\$77.05	\$77.05
*****99999999	2	\$165.00	\$56.09	\$56.09

Supporting Information & Documentation:

Please provide a brief description of the injury and explanation for any claims you disputed as unrelated to the case. If you have more than one explanation, please provide the date range for each explanation. (**Example:** Claims with the dates between January 1, 2010 and September 13, 2010 were for back surgery but this case is for a sprained knee.)

Enter text here

Please note Supporting Information Notes cannot exceed 500 characters

For disputes that require additional information, please upload supporting documentation. (Examples of when supporting documentation should be uploaded include: providing clarification of incident related injuries, proving a pre-existing condition, or establishing incident end date of treatment.)

[Upload Documentation](#) 

To upload supporting documentation, please click here

Below is a list of documents to be submitted for the case. If you'd like to delete a document from the list, click the **Delete** link to the right of the document name.

* AAAA.PDF [Delete](#)

Select **Continue** to confirm submission of the dispute and to submit any provided documents to CMS. Selecting **Previous** will return you to the View / Dispute Claims Listing page.

Selecting **Cancel** will return you to the Case Information page, all changes will be lost and the documents will not be submitted to the MSPRC.

[Previous](#) [Continue](#) [Cancel](#)

Quick Help

[Help About This Page](#)

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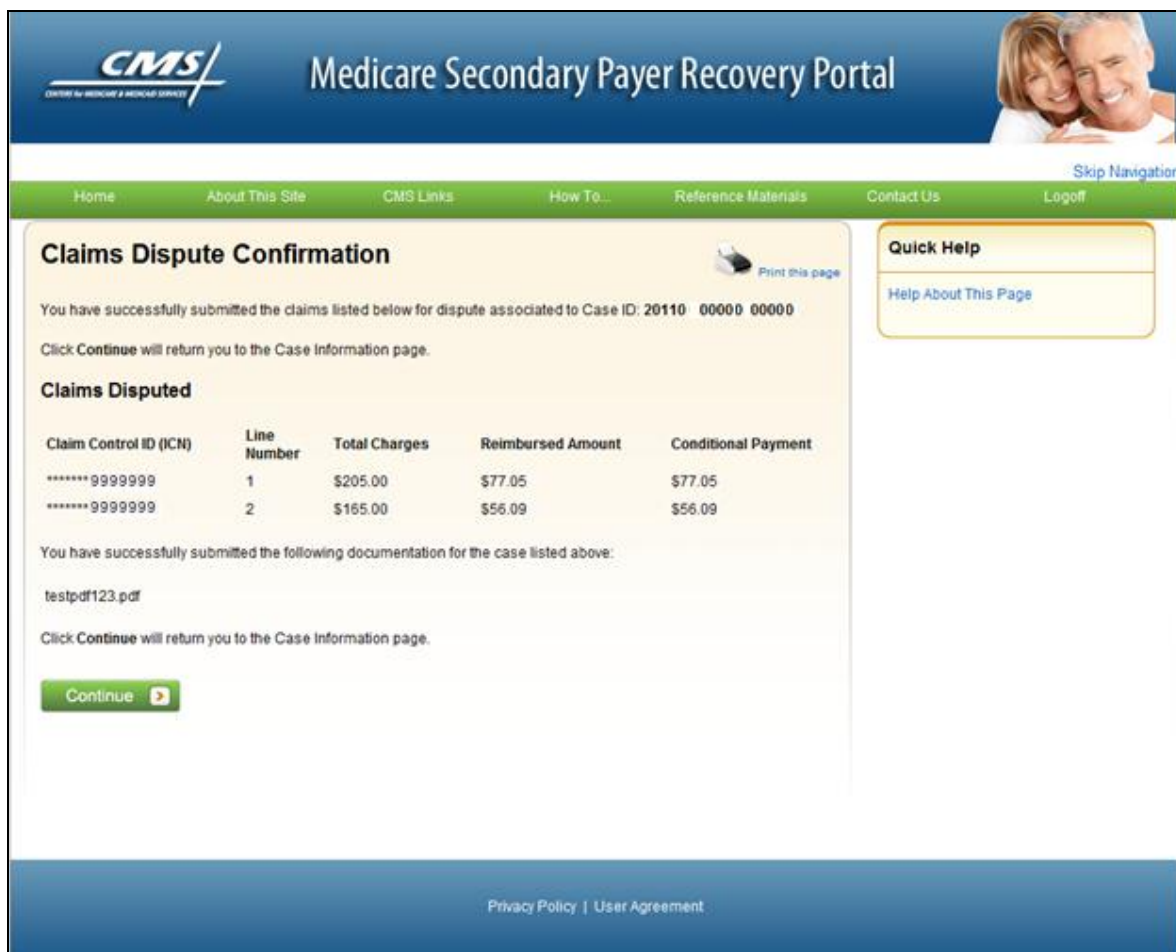
2. The *Dispute Claims Documentation Upload* page is displayed.

The screenshot shows the 'Dispute Claims Documentation Upload' page of the Medicare Secondary Payer Recovery Portal. The page has a blue header with the CMS logo and the portal name. A green navigation bar contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. A 'Skip Navigation' link is also present. The main content area is titled 'Dispute Claims Documentation Upload' and includes instructions: 'Please click browse to find the document.', 'The document must be in .PDF format and the size limit is 40 MB (megabyte) per document for attachments.', and 'Selecting **Continue** will upload the documents. Selecting **Cancel** will return you to the View / Dispute Claims Listing page and documents will not be uploaded.' There are five 'Browse...' buttons for file selection and two buttons at the bottom: 'Continue' (green) and 'Cancel' (grey). A 'Quick Help' box on the right contains a 'Help about this page' link. A 'Print this page' link is also visible. The footer contains links for 'Privacy Policy' and 'User Agreement'.

3. Click **Browse** to locate the document you want to upload. **Note:** The document must be in Adobe Acrobat (.pdf) format. Then, click **Continue**. The *Claims Dispute Verification* page is displayed again. The document you uploaded will be listed.

Note: To delete uploaded documents, click on the **x** next to the document name. The document will be removed from the supporting documentation list.

4. Click **Continue** confirm submission. The *Claims Dispute Confirmation* page is displayed.



The screenshot displays the Medicare Secondary Payer Recovery Portal. The header includes the CMS logo and the title "Medicare Secondary Payer Recovery Portal". A navigation bar at the top contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. A "Skip Navigation" link is also present. The main content area is titled "Claims Dispute Confirmation" and includes a "Print this page" icon. It states: "You have successfully submitted the claims listed below for dispute associated to Case ID: 20110 00000 00000". Below this, it says "Click **Continue** will return you to the Case Information page." A table titled "Claims Disputed" shows the following data:

Claim Control ID (ICN)	Line Number	Total Charges	Reimbursed Amount	Conditional Payment
*****99999999	1	\$205.00	\$77.05	\$77.05
*****99999999	2	\$165.00	\$56.09	\$56.09

Below the table, it states: "You have successfully submitted the following documentation for the case listed above: testpdf123.pdf". It then says "Click **Continue** will return you to the Case Information page." and features a green "Continue" button with a right arrow. A "Quick Help" box on the right contains a "Help About This Page" link. The footer includes links for "Privacy Policy" and "User Agreement".

5. Click **Continue** to return to the *Case Information* page. You will be able to dispute another claim.

Provide the Notice of Settlement Information

Selecting this option allows you to enter Notice of Settlement information, upload supporting documentation for a settlement, or elect the Fixed Percentage option. Completion of this page will result in the issuance of a demand bill. The *Settlement Information* page is displayed.



Medicare Secondary Payer Recovery Portal



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Settlement Information

 [Print this page](#)

This page allows you to enter Notice of Settlement information, upload Notice of Settlement documentation, or elect the Fixed Percentage Option. Completion of this page will result in the issuance of a demand/bill. Note: if you believe any of the claims listing on the Claims Listing Page are unrelated to the case, click Cancel and select the View / Dispute Claims Listing option to submit a dispute. Please do not submit a dispute as part of the settlement documentation.

An asterisk (*) indicates a required field.

***Injury Type:**
☒ Traumatic Injury (e.g. Slip and Fall or Auto Accident)
☐ Non-traumatic Injury (e.g. Alleged injury resulting from exposure, implantation, or ingestion of a substance.)

***Settlement Amount:** . (0.00 - 999,999,999.00)

***Settlement Date:** / / (MM/DD/CCYY)

Settlement Details

Please choose one of the following options:

Note: If nothing is entered, this request will be processed without Attorney Fees.

☒ **None**

☐ **Attorney Fees** [What are Attorney Fees?](#)

Attorney Fees: . (0.00 - 999,999,999.00)

Attorney Expenses: . (0.00 - 999,999,999.00)

☐ **Attorney Fee Percentage** %

☐ **Fixed Percentage Option** [What is Fixed Percentage Option?](#)

Exclusions

MED/PIP/Other Exclusions: . (0.00 - 999,999,999.00) [What are Exclusions?](#)

☒ I attest that the settlement information provided above is correct.

Official Settlement Documentation (court documents) is not required unless needed to resolve relatedness issues on conditional payments made. **In certain situations, CMS may require a detailed breakdown of attorney fees and expenses to be provided/uploaded.**

[Upload Documentation](#) 

To upload supporting documentation, please click here

Note: Please submit settlement related documentation only. Any other documents submitted will not be reviewed.

Below is a list of documents to be submitted for the case. If you'd like to delete a document from the list, click the **Delete** link to the right of the document name.

- AAAA.PDF [Delete](#)

Selecting **Continue** will submit the files to CMS. Selecting **Cancel** will return you to the Case Information page, the files will not be submitted to CMS.

Quick Help

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Field	Description
Injury Type	Select the injury type, Traumatic or Non-traumatic.
Settlement Amount	Enter the dollars and cents for the settled payment amount.
Settlement Date	Enter the settlement payment date.
Attorney Fees	Select this option if there were any attorney fees. If there were attorney fees, enter the dollar amount in the "Attorney Fees" or "Attorney Expenses" fields.
Attorney Fee Percentage	If the attorney is receiving a percentage of the settlement amount, enter the percentage number.
Fixed Percentage Option	If there was a fixed percentage applied to the settlement amount, select this option.
MED/PIP/Other Exclusions	If there are other parties that need to be paid, or other exclusions for this settlement, enter the dollar amount in this field.
Command Buttons	
Continue	Click to save changes and continue to the next page.
Cancel	Click to return to the <i>Case Information</i> page.

If necessary, upload supporting documents for the settlement by clicking the **Upload Documentation** link. **Note:** The document must be in Adobe Acrobat (.pdf) format.

- Click **Browse** to locate the document you want to upload. **Note:** The document must be in Adobe Acrobat (.pdf) format. Then, click **Continue**. Or, click **Cancel** to return to the previous page without uploading any documents.

The screenshot displays the Medicare Secondary Payer Recovery Portal. The header includes the CMS logo and the text 'Medicare Secondary Payer Recovery Portal'. A navigation bar at the top contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. A 'Skip Navigation' link is also present. The main content area is titled 'Notice of Settlement Documentation Upload'. It contains instructions: 'Please click browse to find the document.' and 'The document must be in .PDF format and the size limit is 40 MB (megabyte) per document for attachments.' Below this, it states: 'Selecting **Continue** will upload the documents. Selecting **Cancel** will return you to the Settlement Information page and documents will not be uploaded.' There are five 'Browse' buttons and two buttons at the bottom: 'Continue' (green) and 'Cancel' (grey). A 'Print this page' link is located near the top right of the main content area. A 'Quick Help' box on the right contains a 'Help about this page' link. The footer includes links for 'Privacy Policy' and 'User Agreement'.

7. The *Settlement Information* page is displayed again. The document you uploaded will be listed.

Note: To delete uploaded documents, click on the **Delete** link next to the document name. The document will be removed from the supporting documentation list.

8. Click **Continue** confirm submission. The *Confirmation* page is displayed. Click **Continue** to return to the *Settlement Information* page.
9. When you have entered the necessary information in the *Settlement Information* page, click **Continue**.

The *Notice of Settlement Confirmation* page is displayed. You can print this page by clicking on the **Print this page** link. Or, click **Continue** to return to the *Case Information* page.



The screenshot displays the Medicare Secondary Payer Recovery Portal. The header features the CMS logo and the text "Medicare Secondary Payer Recovery Portal" next to a photo of a smiling couple. A green navigation bar contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logout. A "Skip Navigation" link is also present. The main content area is titled "Notice of Settlement Confirmation" and includes a "Print this page" icon. It displays the following information: Case ID: 99999 99999, Beneficiary HICN: ****9999 A, and Beneficiary Last Name: Maley. A message states: "You have successfully submitted the Notice of Settlement documentation for the case listed above." Below this, it shows "AAAA.PDF" and instructs the user to "Click Continue to return to the Case Information page." A green "Continue" button with a right arrow is provided. A "Quick Help" box on the right contains a "Help About This Page" link. The footer contains links for "Privacy Policy" and "User Agreement".

Notice of Settlement Confirmation

Case ID: 99999 99999 Beneficiary HICN: ****9999 A
Beneficiary Last Name: Maley

You have successfully submitted the Notice of Settlement documentation for the case listed above.

AAAA.PDF

Click **Continue** to return to the Case Information page.

Continue ➔

Quick Help
[Help About This Page](#)

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You have now completed this process.

Help About This Page (Case Information Page)

All pages in the MSPRP system contain a Quick Help section with the Help About This Page link. On this page you will find the latest information the MSPRC has on file for the case selected. Based on your case status and authorization level, you will also be able to request actions to be taken on a case. This section provides information and details about the Case Information page fields, options, and available status.

Case Status Descriptions

Case Status	Description
In Development	The case is currently in the development process.
Open	The case is currently open and in an active status.
Claim Retrieval	Claims are currently being retrieved or in the review process to determine if they are related to this case.
Demand	Your bill/demand is currently being processed or has been issued.
Bill Issued	A bill has been issued for the Fixed Percentage Option or Self-Calculated Conditional Payment Option.
Closed	The case has been closed. If you feel that this is in error, please contact the MSPRC at 866-677-7220 to speak with a customer service representative.

Authorization Levels

Authorization	Description
Proof of Representation (POR)	Having a POR means that a beneficiary has authorized the individual or entity (including an attorney) to act on the beneficiary's behalf. The representative has no independent standing, but may receive or submit information/requests on behalf of the beneficiary, including responding to requests from the MSPRC, receiving a copy of the recovery demand letter if Medicare has a recovery claim, and filing an appeal (if appropriate) when that beneficiary is involved in a liability, workers' compensation, or auto/no-fault situation.
Consent to Release (CTR)	Having a CTR means that a beneficiary has authorized the individual or entity to receive certain information from the MSPRC for a limited period of time, the release does not give the individual or entity the authority to act on behalf of the beneficiary.

Authorization Status Information

Status	Description
Status	This field describes the status of your authorization level.
Verified	Your authorization request has been reviewed and approved.

Unverified	Your authorization request has been submitted and is currently under review.
Invalid	Your authorization request has been reviewed and not approved due to one of the following reasons: • Missing or Insufficient Supporting Documentation – required fields/information is missing from the authorization document(s) uploaded. • Missing Required Signature(s) – one or more signatures may be missing from the authorization document (i.e. the beneficiary or attorney's signature). • Authorization Date(s) conflict with Supporting Documentation - the date(s) submitted on the authorization page differ from the dates listed on the supporting documents uploaded. • Authorization Invalid for multiple/other reason(s) – the authorization document is missing more than one required item. <i>If the authorization status is "Invalid," please remediate the error and resubmit your authorization request.</i>

Available Case Actions and Functions

The page will display the following list of case actions. **Note:** If you have already been accepted into the Fixed Percentage or Self-Calculated CP amount options you will only be able to view the case information and no further actions can be taken on the MSPRP.

- Request to file an Authorization
 - This option will allow the user to submit the necessary paperwork to request a POR or CTR. If you are the beneficiary or the Case Debtor this option is not available.
- Request an update to the conditional payment amount
 - This option will allow the user to request the system to retrieve all additional medical claims and determine what should or should not be associated to the case. This option is not available if there is a pending claim dispute submitted via the MSPRP for the case, or if the case is in one of the following statuses:
 - Claim Retrieval
 - Demand
 - Bill Issued
 - Closed
- Request a copy of the conditional payment letter
 - This option will allow the user to request a copy of the last conditional payment letter. This option is not available if the case is in one of the following statuses:
 - Claim Retrieval
 - Demand
 - Bill Issued
 - Closed
- View / Dispute Claims Listing
 - This option will allow the user to view and dispute all claims associated to the case. This option is only available to beneficiaries and entities with verified POR authorization levels. This option is not available if the case is in one of the following statuses:
 - Claim Retrieval
 - Demand
 - Bill Issued
 - Closed
- Provide the Notice of Settlement Information
 - This option will allow the user to submit Notice of Settlement information for Liability and Workers Compensation cases only. It is available to beneficiaries and entities with verified

POR authorization levels. Once NOS information is provided the MSPRC will move towards issuing a Demand Or Bill based on the option selected. This option is not available if there is a bankruptcy on file for the case or if the case is in one of the following statuses:

- Claim Retrieval
- Demand
- Bill Issued
- Closed

Case Listing

1. Login to the MSPRP site through the *Welcome to the MSPRP* page using your Account Manager Login ID. Enter your **User Name** and **Password** in the fields provided. Then, click **Login**.

The screenshot shows the Medicare Secondary Payer Recovery Portal (MSPRP) homepage. At the top, there is a blue header with the CMS logo on the left, the title "Medicare Secondary Payer Recovery Portal" in the center, and a photo of a smiling couple on the right. Below the header is a green navigation bar with links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. A "Skip Navigation" link is also present. The main content area is divided into two columns. The left column, titled "Welcome to the MSPRP", contains a paragraph about the portal's purpose, a "Getting Started" section with instructions for Medicare beneficiaries, and two orange buttons: "New Registration" (labeled STEP 1) and "Account Setup" (labeled STEP 2, with a note "(Account ID and PIN required)"). The right column, titled "Sign in to your account", contains a login form with fields for "User Name:" and "Password:", each with a "Forgot" link below it, and "Login" and "Clear" buttons at the bottom. A footer at the bottom of the page contains links for "Privacy Policy" and "User Agreement".

2. The *Welcome!* page displays. This page functions as the main processing page to initiate any MSPRP functions.



3. Click **Case Listing**. The *Case Listing* page is displayed.

CMS Medicare Secondary Payer Recovery Portal

Home About This Site CMS Links How To... Reference Materials Contact Us Logoff

Case Listing

The following are the case inquiries associated to Account ID: 31036

To view case detail information, click the case number. To manage Designee access to the case, click on the Manage Access link.

To perform a search, enter the search criteria and click the search button.

ReMas Case ID:

Beneficiary HICN: OR

Beneficiary SSN: - -

Selecting Cancel will return to the Home Page.

Cases

ReMas Case ID	Bene Last Name	Bene HICN/SSN	Bene Date of Birth	Case Access
999999999 999	AAAA	*****	##/##/####	Manage Access
999999999 999	AAAA	*****	##/##/####	

Privacy Policy | User Agreement

4. This page displays all cases associated with your Login ID. You can view the case detail information by clicking on the recovery Case ID displayed.

This page also allows you to search for specific cases by providing search criteria. You must enter information in at least one of the fields: **ReMas Case ID**, **Beneficiary HICN**, or **Beneficiary SSN**. Click the **Search** button to perform the case search.

Field	Description
ReMas Case ID	Recovery case identification number. Enter the case number to search for case details.
Beneficiary HICN	Enter the Medicare number for the beneficiary on the case, as entered when the case was created.
Beneficiary SSN	Enter the social security number for the beneficiary on the case, as entered when the case was created.
Command Buttons	
Cancel	Click the Cancel button to return to the <i>Welcome!</i> page.

Chapter 11: Manage Case Access (Account Manager)

The Account Manager is the only user that will be able to see this option. The Account Manager will grant or revoke the Account Designee's access to specific case IDs.

Manage Case Access for Designees

1. Login to the MSPRP site through the *Welcome to the MSPRP* page using your Account Manager Login ID. Enter your **User Name** and **Password** in the fields provided. Then, click **Login**.



The screenshot shows the Medicare Secondary Payer Recovery Portal (MSPRP) homepage. At the top, there is a blue header with the CMS logo and the text "Medicare Secondary Payer Recovery Portal". Below the header is a green navigation bar with links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. The main content area is divided into two columns. The left column is titled "Welcome to the MSPRP" and contains a paragraph about the portal's purpose, a "Getting Started" section with instructions for Medicare Beneficiaries, and two orange buttons: "New Registration" (labeled STEP 1) and "Account Setup" (labeled STEP 2, with a note "(Account ID and PIN required)"). The right column is titled "Sign in to your account" and contains a login form with fields for "User Name:" and "Password:", each with a "Forgot" link below it. At the bottom of the login form are "Login" and "Clear" buttons. The footer of the page is a blue bar with links for "Privacy Policy" and "User Agreement".

2. The *Welcome!* page displays. This page functions as the main processing page to initiate any MSPRP functions.



3. Click **Case Listing**. The *Case Listing* page is displayed.

Case Listing

The following are the case inquiries associated to Account ID: 99999

To view case detail information, click the case number. To manage Designee access to the case, click on the Manage Access link.

To perform a search, enter the search criteria and click the search button.

ReMas Case ID:

Beneficiary HICN: OR

Beneficiary SSN: - -

Selecting Cancel will return to the Home Page.

Cases

ReMas Case ID	Bene Last Name	Bene HICN/SSN	Bene Date of Birth	Case Access
99999999999999	AAAAAA	****9999	99/99/9999	Manage Access

Privacy Policy | User Agreement

4. This page displays all cases associated with your Login ID. You can view the case detail information by clicking on the **Manage Access** link displayed.

This page also allows you to search for specific cases by providing search criteria. You must enter information in at least one of the fields: **ReMas Case ID**, **Beneficiary HICN**, or **Beneficiary SSN**. Click the **Search** button to perform the case search.

Field	Description
ReMas Case ID	Recovery case identification number. Enter the case number to search for case details.
Beneficiary HICN	Enter the Medicare number for the beneficiary on the case, as entered when the case was created.
Beneficiary SSN	Enter the social security number for the beneficiary on the case, as entered when the case was created.
Command Buttons	
Cancel	Click the Cancel button to return to the <i>Welcome!</i> page.

5. The *Manage Case Access* page is displayed. Select the **Grant/Revoke Access** check box for each Designee. Select the checkbox next to the Designee's name to Grant access. Then, click **Continue**.

Note: If you un-check the box, the Designee's access will be Revoked.

The screenshot shows the 'Manage Case Access' page in the Medicare Secondary Payer Recovery Portal. The header includes the CMS logo and the portal title. A navigation bar contains links for Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. The main content area displays the Case ID as '#####' and the Beneficiary Last Name as 'AAAA'. A message explains that users can select a designee by checking a checkbox, or select all designees by clicking the 'Select All' checkbox. Below this, a table lists designee associations for the case. The table has two columns: 'Designee Name' and 'Grant/Revoke Access'. The first row shows 'AAAA AAAAAA' with an unchecked checkbox. A 'Select All' checkbox is located below the table. At the bottom of the table are 'Continue' and 'Cancel' buttons. A 'Quick Help' sidebar on the right contains links for 'Print this page' and 'Help About This Page'. The footer includes links for 'Privacy Policy' and 'User Agreement'.

Manage Case Access

Case ID: ##### Beneficiary Last Name: AAAA

You may select a designee by checking the checkbox next to their name. To select all Designees, click the Select All checkbox. To remove all previously selected designees, click on the Select All checkbox twice.

Designee associations for the case:

Designee Name	Grant/Revoke Access
AAAA AAAAAA	☐

☐ Select All

[Continue](#) [Cancel](#)

[Print this page](#)

Quick Help

[Help About This Page](#)

[Privacy Policy](#) | [User Agreement](#)

- The *Case Access Confirmation* page is displayed. The list of Designees that have access to this case is displayed. You can print this page using the **Print this page** link. Click **Continue**.
- The *Case List* page is displayed again. You can search for another case or click **Cancel** to exit.

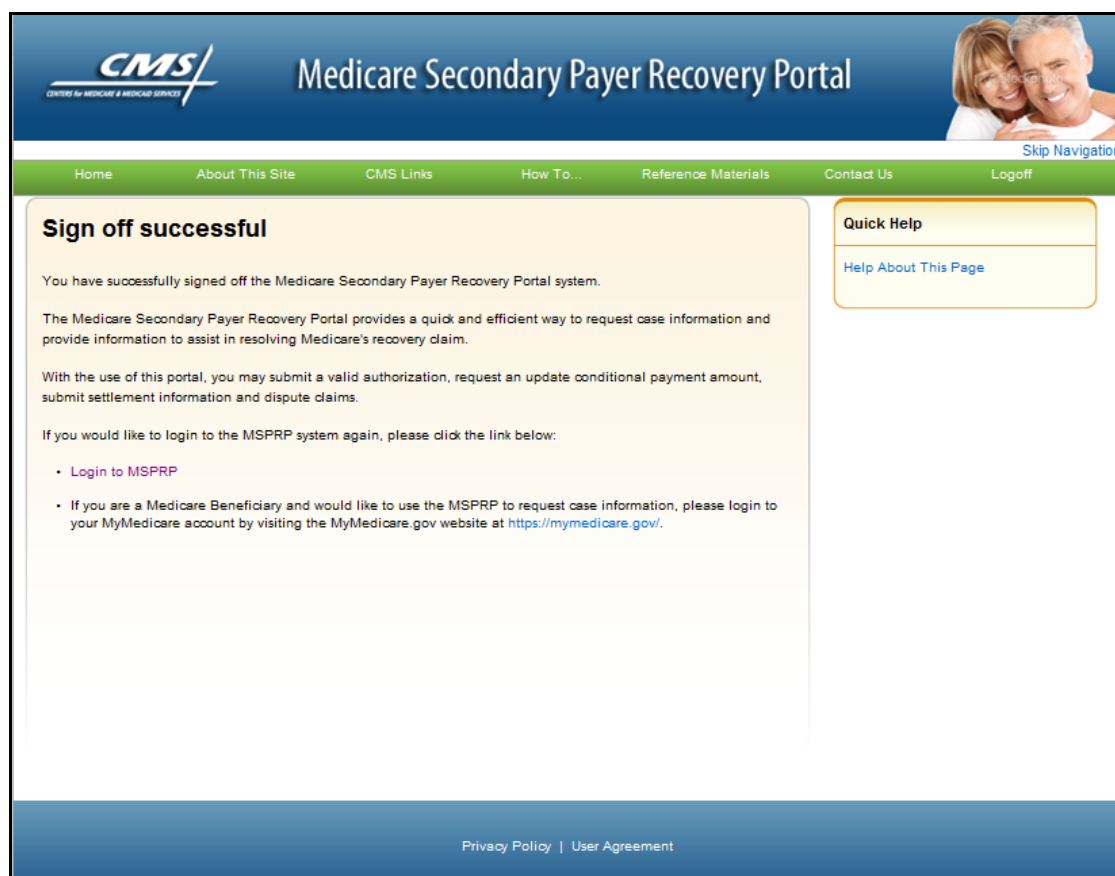
This process has been completed.

Chapter 12: Signoff

1. From any page in the MSPRP, click the **Logoff** link at the top right side of the page.



2. The system ends your session and displays the *Sign off successful* page.



3. Once this is displayed, you can close your browser. Account Managers, Account Representatives, and Designees can log back into MSPRP by clicking the **Login to MSPRP** link. Beneficiaries will need to log back in through the MyMedicare portal.

Chapter 13: Troubleshooting

Replace Account Representative

Use the **Edit** button on the *Update Corporate Information* page, as accessed from the “Account Settings” box on the *Welcome!* page. See Chapter 7 for more information.

Replace Account Manager

If an Account Manager must be replaced for Corporate accounts, the Account Representative must contact the EDI Department and request replacement. AMs cannot be replaced using the MSPRP site.

Unsuccessful Account Registration

Previously Used EIN

During initial registration, an error message will display on the *Corporate Information* page if you enter an EIN that has already successfully completed the registration process for Corporate account types. Change the EIN and continue the registration process.

Previously Used SSN

During initial registration, an error message will display on the *Representative Information or Beneficiary Information* page if you enter an SSN that has already successfully completed the registration process for Representative account type. If you have incorrectly entered your SSN on this page, change the SSN entered and continue the registration process.

Registration Denied

During initial registration, an error message will display if a beneficiary entered for Representative account type is not found in the database. Registration cannot be completed for this beneficiary.

Unsuccessful Account Setup

Account PIN Error

The Personal Identification Number (PIN) for the Account ID will be sent to you (for Representative accounts) or the Account Representative (for Corporate accounts), after the New Registration step has been completed. If, during Account Setup, the Account Manager receives an Invalid Account ID/PIN Combination error message, check the numbers on the mailing received.

An Account ID should always contain nine digits and a PIN should have four digits. If your numbers are shorter, add leading zeros to make them the proper length. You have three tries to enter the PIN correctly before the account is locked. Contact an EDI representative to confirm the Account ID/PIN combination or to unlock the PIN.

Account ID Already Registered

During Account Setup, an error message will display on the *Account Setup* page if you enter an Account ID and PIN that has already successfully completed the setup process. The message will indicate that the account is already setup. Because the account is already setup, you cannot self-register as the Account Manager for the Account ID, or repeat the Account Setup process. There can be only one Account Manager for each Account ID.

If you had previously completed Account Setup for the Account ID and registered as the Account Manager, go back to the *Welcome!* page and enter your Login ID and Password to sign in to the MSPRP site. If you are not the Account Manager, contact the existing Account Manager to add you as an Account Designee if you need access to the system.

Account Manager and Account Representative E-mail Addresses Match

An error message will display if, during Account Setup and Account Manager self-registration, it is found that your E-mail address (as the AM) matches the E-mail address of any Account Representative recorded in the system. Account Representatives can NOT be users of the MSPRP site for any Account ID. Click **Continue** on the error message to be returned to the *Welcome!* page. If the wrong individual was named as the Account Representative in the New Registration step, contact an EDI representative to make the necessary correction.

Unsuccessful Account Designee Invitation

Account Designee E-mail Address Matches Account Representative or Account Manager E-mail Address

An error message will display if, while an Account Manager is adding an Account Designee to an Account ID, it is found that the Designee's E-mail address matches the E-mail address of any Account Representative or Account Manager recorded in the system. Account Representatives can NOT be users of the MSPRP site for any Account ID, and Account Managers cannot also be Designees. Click **Continue** on the error message to be returned to the *Welcome!* page.

Account Designee E-mail Address Matches Account Designee Already Associated with the Account

An error message will display if, while an Account Manager is adding an Account Designee to an Account ID, it is found that the Designee's E-mail address matches the E-mail address of an Account Designee already assigned to the same Account ID. Return to the *Designee Listing* page to manage the AD's case access.

Unsuccessful Account Designee Registration

Incorrect Passphrase

The Passphrase must be provided to you (the AD) by the Account Manager, outside the system. It will not be included in the invitation E-mail. The Account Manager's name is contained in the invitation E-mail and can also be found on the registration page where the error is received. Contact your Account Manager to obtain the Passphrase.

If your Account Manager does not remember the Passphrase, they can log into the MSPRP site and create another Passphrase by accessing the *Designee Maintenance* page and selecting the details

associated with your last name. They can then provide the correct Passphrase to you. The Passphrase is case-sensitive.

Unsuccessful Login

Invalid Login ID

Refer to Chapter 5.

Inactive Login ID

If you receive this error message at login, your access to the MSPRP site has been deactivated due to inactivity in the last 180 days. Contact an EDI representative to reactivate your Login ID and create a new Password.

Revoked Login ID

If you receive this error message at login, you can no longer access the MSPRP site.

Invalid Password

Refer to Chapter 5.

Expired Password

Refer to Chapter 7.

Deleted Account

If you receive this error message at login, your account's Account ID has been deleted. It has been deleted because a signed Profile Report has not yet been received by Medicare and 61 business days have elapsed from the date the Profile Report was sent. Your account must go through the Registration and Setup processes again to gain access to the MSPRP site.

Case Request Errors

For any additional problems, contact the COBC EDI Department at 646-458-6740 or by E-mail [at COBVA@GHTMedicare.com](mailto:COBVA@GHTMedicare.com). EDI representatives are available to assist you Monday through Friday, excluding Federal holidays, from 9:00 a.m. to 5:00 p.m., Eastern Time.

Concurrent Sessions



The screenshot displays the Medicare Secondary Payer Recovery Portal interface. At the top, the CMS logo is on the left, and the portal title 'Medicare Secondary Payer Recovery Portal' is in the center, with a photo of a smiling couple on the right. Below the header is a green navigation bar with links: 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. The main content area has a light yellow background and features a warning box titled 'Concurrent Sessions Detected'. The text inside the box states: 'This LOGIN ID is already logged into the system. Select cancel to terminate this new session and continue using the existing session. Select continue to terminate the existing session and create a new session. Caution: Choosing continue may result in the loss of any unsaved data.' At the bottom of the box are two buttons: 'Continue' (green with a play icon) and 'Cancel' (gray with a close icon). To the right of the warning box is a 'Quick Help' section with a link that says 'Help about this page'.